



COVID-19 HEALTH RISK MANAGEMENT SYSTEM

By adopting a health risk management system ('HRMS'), the BELvue Museum aims to ensure a safe and healthy workplace, facilities and equipment, and prevent infection resulting from access to its premises and use of its services. The HRMS provides a framework for managing the associated risks and putting in place effective prevention and protection measures.

The protocols set out below were drawn up in consultation with the Executive Staff and Human Resources Department of the King Baudouin Foundation. They were implemented and applied from 18 May 2020 as the museum reopened to the public, and have been adapted in line with changes to the health situation and government requirements. They are likely to undergo further changes.

Any failure to comply with the measures set out below must be reported immediately in writing (by email) to An Lavens, manager of the BELvue Museum.

1 - Workplace access protocol for staff

This protocol covers the measures put in place to ensure the health and safety of staff within the museum.

1.1 – Health self-assessment

Every member of staff is asked to make their own assessment of their health status before coming to the workplace.

According to the World Health Organization, the most common symptoms of COVID-19 are fever, a dry cough and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhoea, loss of taste or smell, a rash on skin or discolouration of fingers or toes.

If they experience mild symptoms such as a cough or mild fever, staff should self-isolate at home and monitor their symptoms.

If they have difficulty breathing or experience pain/tightness in the chest, they should seek medical attention immediately.

1.2 - Measures to be observed by staff

- All staff should follow the hygiene and social-distancing rules issued by the National Security Council.
- Face masks must be worn in the museum's public spaces, when moving around inside the building, and anywhere where social distancing is not possible.
- Every staff member has their own keyboard, mouse, headphones and chair labelled with their initials, which they must put away when they leave their workstation. Each person has designated storage spaces, which are labelled accordingly.

- Every staff member must disinfect their work surface, computer screen and the armrests of their chair before leaving their workstation.

1.3 - Measures put in place to ensure staff safety

- Every staff member is issued with three fabric face masks, a bottle of hand sanitiser and a box of disinfectant wipes.
- The museum has acquired an infrared thermometer so that it can safely identify anyone displaying symptoms of COVID-19.
- Disposable masks and gloves are available at reception.
- Six hand-sanitiser dispensers have been set up in the staff areas.
- A hand-wash basin with soap is available on floor -1 for eduBEL (educational service) team members and guests.
- Two plexiglass screens have been fitted at reception so that staff and visitors can communicate safely.
- Only two people are allowed behind the reception desk at any time.
- To ensure sufficient distance between workstations, no more than eight people may be present in the office on floor +2 on the same day.
- Staff come into the office on two days a week, plus one optional day. On the other days, they work remotely.
- The workstations are numbered and a schedule of who is in on which days and where they sit is available on the server and displayed at the entrance to the office.
- Orders and deliveries are received and stored in a separate room in the museum and are not opened for at least 48 hours.

2 - Building access protocol for external parties

This protocol identifies access areas as well as equipment and facilities that allow external parties to access the building and sets out the measures put in place to ensure the health and safety of staff, external service providers, school groups and visitors entering the museum.

2.1 - Measures to be observed by external service providers

External service providers are asked to observe the following measures:

- They should make their own assessment of their health status before coming into the museum.
- They should follow the hygiene and social-distancing rules issued by the National Security Council.
- Face masks must be worn in the museum's public spaces, when moving around inside the building, and anywhere where social distancing is not possible.
- They are asked to complete a form with their contact details for contact-tracing purposes.

2.2 - Measures to be observed by school groups attending workshops within the museum

School groups attending workshops within the museum are asked to observe the following measures:

- The workshop leader welcomes the group in the porch at the entrance to the museum.
- The teacher(s) and pupils are asked to wait in the porch while the workshop leader registers the group at reception.
- The children are requested to follow the floor markings to the room where the workshop is taking place.
- They are asked to sanitise their hands before entering the educational-service room.
- If a child has to leave the educational-service area, they must sanitise their hands again before re-entering.
- Each pupil is assigned a specific seat in the room being used for the workshop.
- The children should use their own writing equipment.
- The workshop leader and teacher(s) must wear face masks throughout the workshop.
- Masks are also compulsory for secondary-school pupils.

2.3 - Measures put in place to protect school groups attending workshops within the museum

- A hand-sanitiser dispenser is available at the entrance to the educational service.
- A mobile hand-washing station with soap is provided in the educational-service area.
- The workshop room is kept continuously ventilated. If they are cold, the children may keep their jackets on.
- The CO₂ level is kept below 800 ppm. This level is controlled by a monitor installed in each room.
- At the end of the workshop, the children, workshop leader and teacher(s) disinfect all the equipment they have touched. Disinfectant sprays and paper towels are provided for this purpose.

2.3 - Measures to be observed by museum visitors

These measures are displayed on a sign at the museum entrance. They were also published in the museum's newsletter and are posted on the BELvue website.

- Face masks must be worn. Visitors who do not have a mask can purchase a bag containing a mask and gloves at the museum entrance.
- Visitors must follow the route indicated by the arrows on the ground.
- Visitors are asked to maintain a distance of 1.5 metres between 'bubbles'.
- Visitors are asked to clean their hands regularly at the sanitiser stations inside the building.
- Visitors are asked not to touch display copies unless their hands or gloves are clean.
- Group visits are limited to a maximum of 15 people belonging to the same bubble.

2.4 - Zoning showing the risk level by location

The zoning (see attachment) identifies the areas, equipment and facilities requiring special measures. These measures are listed in the next section.

2.5 - Measures put in place to protect visitors

2.5.1 - Throughout the museum

- A sign at the entrance indicates the measures to be observed in the museum's indoor and outdoor spaces.
- Signage on the ground and on the walls at reception, as well as on individual toilet doors, reminds visitors of social-distancing and hygiene measures.
- There are six hand-sanitiser dispensers located at key points along the route followed by visitors as they make their way through the museum (at the start, near staircases, at the exit, etc.).
- To help manage and limit numbers, visitors are urged to book their tickets online before coming to the museum.
- Visitors who have not pre-booked are asked to complete a form with their contact details for contact-tracing purposes. This document is kept for 14 days and then destroyed.
- The contact details of visitors who pre-book tickets are logged in the museum's reservation system and may be used for contact-tracing purposes for the next 14 days.
- Disposable masks and gloves are available to buy at reception.
- The recycling bins for brochures have been removed.

2.5.2 - In orange zones

Orange zones require visitor flow management. The following measures have been implemented:

- Museum visitors use the main entrance, while restaurant customers enter through the garden.
- There are barrier posts in place at reception to ensure that visitors queue in a straight line, and floor stickers to indicate the distances people must keep from each other.
- The route through the museum is indicated by floor signs and barriers, based on a one-way system.
- There are reminders about social-distancing measures at the entrance to each room.

2.5.3 - In red zones

Red zones require strict situation-specific measures. The following measures have been implemented:

- Reception
 - o Two plexiglass screens have been fitted at reception so that staff and visitors can communicate safely.
 - o A hand-sanitiser station is available for visitors.

- Electronic payment is strongly recommended.
- The payment terminal is disinfected after each use.
- Visitors help themselves to brochures, which are located in front of the plexiglass screens.
- Cloakroom
 - The lockers of the museum cloakroom are closed.
 - A hand-sanitiser station is available for visitors at the entrance of the cloakroom.
- Lift
 - The maximum number of people allowed in the lift is indicated at the lift entrance on each floor and inside the lift.
 - Visitors are given a stylus at reception for pressing lift buttons.
 - Posters displayed outside and inside the lift remind visitors to use this stylus.
- Museum shop
 - There are posters asking visitors to touch only the items they intend to buy.
 - A one-way system is in place in the shop.
- Coudenberg entrance
 - The turnstiles are disinfected every morning.
 - Used tokens are not reused the same day and are disinfected every evening.
- Toilets
 - The toilets are cleaned and disinfected every morning.
 - The maximum number of people allowed in the room is indicated at the entrance.
 - The hand dryers are sealed off with red and white warning tape.
 - Disposable hand towels are available to visitors instead.
- Touchscreens
 - Visitors are given a stylus at reception for using touchscreens.
- Periscopes in the permanent exhibition
 - The periscopes in the permanent exhibition are sealed off with red and white warning tape.
 - From October, the films shown on the periscopes will be available on the Heritage App.
- Tactile elements in the permanent exhibition
 - Tactile elements are disinfected every morning.
 - Visitors are provided with disposable gloves at reception.
- Headphones in Room 6
 - Visitors are provided with a disposable cover at reception.
 - A hand-sanitiser dispenser is located near the headphones.

- The games *Mimi & Momo* and *I'm the minister!* and the activity booklet for the feminism exhibition
 - Visitors are asked to bring their own pencils/crayons.
 - If they forget, they are given a box of crayons which they can then keep.
 - Visitors are provided with disposable gloves at reception.
- eduBEL area
 - A mobile hand-washing station with soap is available to users.
 - The equipment used for eduBEL activities is disinfected after each use.

3 - Cleaning and/or disinfection protocol

This protocol identifies the areas, equipment and facilities requiring regular cleaning and/or disinfection.

3.1 - Zoning showing the risk level by location

See attachment

3.2 - List of equipment and facilities requiring regular cleaning and/or disinfection

AVE.Clean, the external service provider responsible for cleaning the museum, has been informed about the zoning, and a review of the process has been conducted.

Following the identification of areas to be cleaned daily or weekly and an assessment of the risk level for each surface, all the equipment and facilities listed below are now thoroughly disinfected every day.

GENERAL ITEMS

- | | |
|-------------------------|--|
| - Door handles | - Window sills and handles |
| - Handrails | - Photocopiers/telephones |
| - Switches | - Touch-operated items (water fountains, remote controls, coffee machines, etc.) |
| - Lift buttons | |
| - Tables/desks | |
| - Chairs/pouffes/stools | |

MUSEUM ATTRACTIONS

- | | |
|--------------|-----------------------------|
| - Turnstiles | - Touchscreens |
| - Tokens | - Tactile boxes and drawers |

RECEPTION

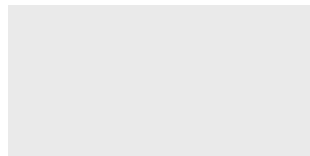
- | | |
|---------------------|-------------------------|
| - Payment terminals | - Counter surface |
| - Cash register | - Plexiglass partitions |

TOILETS

- Washbasins/taps
- Toilets (lid, seat, flush)
- Bins

Identification of hazards and assessment of the level of sanitary risk

risk levels by areas



Areas not accessible to the public

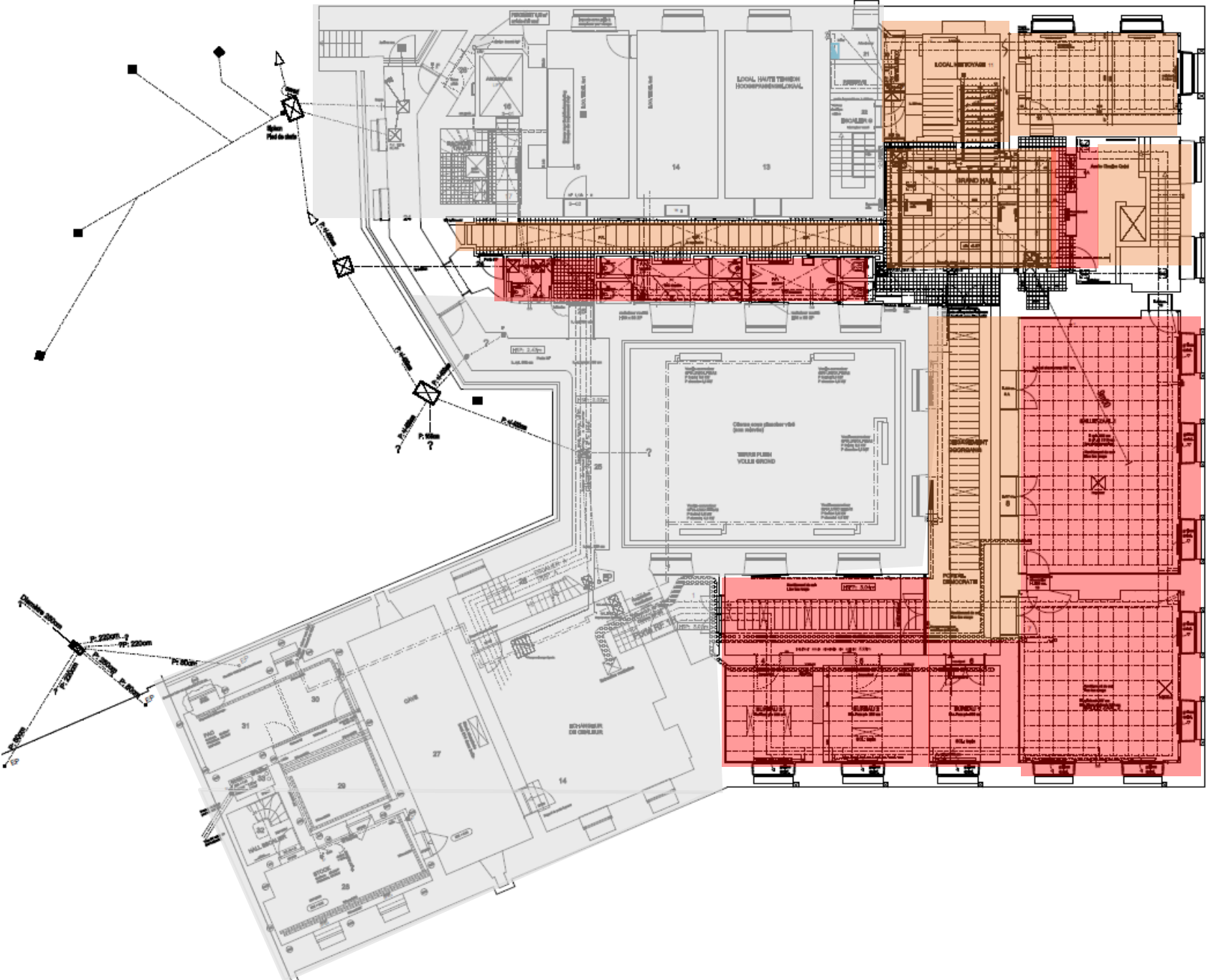


Moderate risk areas, which require the implementation of a visitor flow management system



High-risk areas, which require appropriate procedures to be put in place

Sous-Sol



Rez de chaussée



Etage 1



Etage 2



Plans 2ème ETAGE