



Receiving Visitors in the Workplace During The COVID-19 Pandemic

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Cinelab London carry out ongoing risk assessments based on UK Screen's "Guidance for safe working in Visual Effects and Post Production during the Pandemic".

The "Receiving Visitors In The Workplace" is taken directly from this approved guidance and we have stated where the guide has been adjusted for Cinelab London

To read the further explanation and current guidance visit:

<https://www.ukscreenalliance.co.uk/campaigns/guidance-for-safe-working-in-post-production-and-vfx-during-the-covid-19-pandemic/>





- 11.9.4. Visitors should complete a daily health declaration on entering, or preferably prior to arriving at the premises, as part of the reception sign-in process. This should ask if they fall into any of the groups who are not permitted entry to the premises. This is to comply with the Company's obligations under RIDDOR.⁴⁹ Note that businesses in England and Wales working in post-production or VFX are not mandated to display an official NHS QR code for scanning by the NHS COVID-19 app, however if one is displayed customers or visitors may choose to scan the QR code to help remind them where they have been if asked by NHS Test and Trace.
- 11.9.5. Companies may ask visitors to consent to a temperature check on arrival or at any time whilst on the Company's premises. This should be done with a non-contact infrared thermometer or thermal imager. You should treat a temperature above 37.8°C as a possible COVID-19 symptom and invoke the Symptom Response Plan.
- 11.9.6. Visitors (Clients and Contractors) should be requested as a condition of entry to the building, to inform the Company as soon as possible if they display COVID-19 symptoms whilst on the premises or at any time up to 14 days after visiting the Company's premises. This process will be more robust if workers and visitors use the NHS COVID-19 contact tracing app, when available, and therefore all should be encouraged to download and use it.
- 11.9.7. Visitors should be requested to consider wearing face coverings while moving around the building and when occupying the same room as workers.
- 11.9.8. Booked rooms should be allocated to keep individual productions concentrated in one part of the premises and isolated from other productions with the intent of eliminating close contact between productions in common areas such as kitchens washrooms, corridors and stairways. Each production should be allocated washroom facilities for their exclusive use and should not use washrooms allocated to other productions.
- 11.9.9. Visitors should use their own mobile phones while on the premises rather than fixed telephone handsets in suites, which preferably should have been removed. Companies should review 4G coverage in their suites and augment any dead spots with guest Wi-Fi networks to allow Wi-Fi Calling to/from mobile phones.
- 11.9.10. Visitors are requested not to have personal online shopping items delivered to the Company's premises.
- 11.9.11. Visitors who seriously or persistently fail to comply with social distancing and hygiene measures will be required to leave the premises and may at the Company's sole discretion be barred either temporarily or permanently.
- 11.9.12. Visitors are requested not to bring pets to the Company's premise



11.10. Reception Protocol On Arrival

- 11.10.1. **AMENDED.** Companies should consider providing protective transparent screening to protect receptionists/library & despatch staff from direct contact with other workers, couriers, or visitors. Alternatively mark out an exclusion zone in front of reception desks with floor tape. Companies should provide face coverings if additional protection is needed. All Visitors must wear a face covering from entering the company's premises until leaving the company's premises. The Company will provide face coverings if additional protection is needed.
- 11.10.2. Companies should limit the number of visitors who are held in reception areas and minimise the time for which they are held. Social distancing must be enforced for any waiting visitors. This may involve waiting outside if there is insufficient space inside.
- 11.10.3. If Company policy requires escorting visitors while in the building, hosts (e.g. runners) should always maintain social distancing from their escorted visitor. This may mean that you cannot use lifts.
- 11.10.4. Companies should remove items that could be handled by visitors and workers in reception areas, communal areas, and suites. Typically, these may include "coffee table" items such as fruit or sweet bowls, magazines, newspapers, and promotional items. This reduces the risk of cross-infection.
- 11.10.5. Companies must provide hand sanitiser points for workers and visitors in reception areas.
- 11.10.6. Reception sign-in procedures should be re-assessed to minimise cross-infection and details should preferably be supplied by visitors in advance. Pens must not be shared. Receptionists should complete visitors book entries rather than requiring visitors to do it. This also includes electronic visitor books using touch screens.
- 11.10.7. Where documents need to be signed by visitors (e.g. health declarations or NDAs), use electronic solutions rather pen and paper wherever possible. If this requires signing on touch pads, then wipe with sanitising wipes between each use⁵¹. Ideally send the documents by email to the visitor/worker to complete on their own device and confirm by email reply. If necessary, keep a stock of new pens to be retained by the visitor/worker after signing for personal use only.
- 11.10.8. Avoid the use of visitors' name badges in plastic recycled holders and recycled lanyards. Sticky name badges are a possible alternative.
- 11.10.9. The government does not currently recommend any specific COVID-19 procedures for handling mail deliveries or packages. However please check the section of this Guidance regarding Despatch procedures.



Whilst In The Building

A Symptom Response Plan will be implemented immediately should someone exhibit symptoms of COVID-19 or be at work when they should be self-isolating.

6.10.3. Companies should have a designated isolation room where anybody displaying symptoms of COVID-19 (or is suspected to have had close contact with someone who may be infectious) should be requested to remain during the short period while transport is arranged to send the person home. The isolation room must be deep cleaned immediately after use using appropriate PPE, along with any other areas in the workplace that had been visited by the person showing symptoms.

Note: The Isolation Room at Cinelab London is the main Meeting Room

6.10.4. The suspected case should be sent home as soon as possible by private transport with appropriate protections for the driver. The suspected case should seek advice from the NHS 111 service. See section 7.2 for further guidance on self-isolation of suspected cases of COVID-19. Companies should strongly recommend that the suspected case orders a COVID-19 test from the NHS Test and Trace system. Any test should be done within 5 days of first showing symptoms. If the test result is negative, the suspected case no longer needs to self-isolate and may return to work.

6.10.6. The Company should instigate contact tracing to identify and inform any workers or visitors who had been in contact with the suspected case within the last 2 days. Before contact from the NHS Test and Trace service, the co-workers and other close contacts of the suspected case do not officially have to self-isolate yet. However, Companies may decide to send co-workers home immediately as a precaution, where they should follow the government guidance on self-isolation for contacts of people with possible or confirmed Covid-19. They may return to the premises, if the original suspected case returns a negative test result for COVID-19. Companies should cooperate with the NHS Test and Trace service wherever possible in identifying potential contacts.

6.10.10. If there is more than one case of COVID-19 associated with a workplace, employers should contact their local health protection team¹⁴ to report the suspected outbreak. The health protection team will:

- undertake a risk assessment
- provide public health advice
- where necessary, establish a multi-agency incident management team to manage the outbreak



Stay Aware, Stay Safe: Personal Hygiene, and Well-Being

- 8.1. Wash your hands frequently using soap and water for 20 and especially after blowing your nose, sneezing, coughing, on arrival at work, before and after eating, after handling shared objects like money or keys, after touching shared surfaces like lift buttons or keypads, after using public transport, and when you arrive home.
- 8.2. Avoid touching your face, especially your eyes, nose, and mouth as much as possible.
- 8.3. Cough/sneeze into a tissue and immediately dispose of the tissue, then wash your hands or use hand sanitiser. Cough/sneeze into the crook of your elbow if you have not got a tissue.
- 8.4. The new social etiquette for greeting people is to avoid handshaking, fist or elbow bumps, hugs, or kisses. Verbal greetings are enough.
- 8.5. Personal property should not be shared. This includes items such as pens, phones, chargers, and iPads. Personal items should be regularly wiped with suitable anti-viral wipes. This includes spectacles and spectacle cases. Avoid sharing newspapers and magazines.
- 8.6. Workers and visitors should be encouraged to bring only essential personal items into the workplace to minimise the contamination risk.
- 8.7. Workers and visitors should not be allowed to have personal online shopping purchases delivered to the workplace to minimise the contamination risk.
- 8.8. Workers and visitors should not be allowed to bring pets to the workplace

9. Contact tracing

- 9.1.1. The NHS Test and Trace service has been introduced in England with similar services in Scotland, Wales, and Northern Ireland. The NHS has also released a smartphone app to trace contacts with possible COVID-19 exposure.
- 9.1.2. Companies should strongly recommend that their workers install the NHS COVID-19 app and have it activated both inside and outside of work.
- 9.1.3. Companies should cooperate with the NHS Test and Trace service in identifying potential contacts.
- 9.1.4. Companies should ensure that they have up to date contact details for their employees and contractors. Companies should keep logs of the composition of worker's cohorts teams or shifts and any variation from the normal pattern, to aid contact tracing.
- 9.1.5. Companies should request visitors to provide contact details for the purpose of contact tracing. This may be in conjunction with the Company's normal practice of collecting visitor data for business and security purposes. Contact data collected should include name, contact phone number, who they are visiting, and dates and times of arrival and departure from the premises. No additional data should be collected for the purpose of contact tracing. Should Companies collect additional data from visitors for other purposes, it should be made clear to visitors which data is not required for contact tracing purposes.



- 9.1.6. Visitors should be able to choose to opt-out of sharing their details with the NHS Test & Trace service. Companies should not share their data with NHS Test and Trace if they choose to opt-out.
- 9.1.7. The accuracy of the information provided will be the responsibility of the individual who provides it. Companies do not have to verify an individual's identity for NHS Test and Trace purposes.
- 9.1.8. **To support NHS Test and Trace, Cinelab London holds records for 21 days.** This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of or deleted. **When deleting or disposing of data, we must do so in a way that does not risk unintended access (e.g. shredding paper documents and ensuring permanent deletion of electronic files).**
- 9.1.9. Records which are made and kept for other business purposes do not need to be disposed of after 21 days. The requirement to dispose of the data relates to a record that is created solely for the purpose of NHS Test and Trace. All collected data, however, must comply with the General Data Protection Regulation and should not be kept for longer than is necessary.
- 9.1.10. NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed your premises as a place they visited recently, or because your premises have been identified as the location of a potential local outbreak of COVID-19.

6.11. Data protection

- 6.11.1. Companies need to identify what additional personal data will be collected with respect to addressing COVID-19, most likely this will be collecting information from workers and visitors and temperature testing.
- 6.11.2. Companies will need to identify suitable lawful bases for collecting this personal data. Consent will likely not be the applicable lawful basis and legitimate interests should be relied upon as well as necessary to comply with employment obligation with respect to personal data relating to health.
- 6.11.3. Companies will need to conduct a risk assessment for collection and processing of such personal data and should seek legal advice. This risk assessment should not be published.
- 6.11.4. **Amended** Companies will need to update worker and visitor privacy notices.
- 6.11.5. Companies will need to ensure that additional personal data collected is kept suitably secure and with restricted access.
- 6.11.6. Companies will need to ensure that such personal data is not retained for any longer than is necessary.