



**Elgin Museum Health and Safety
Policies and Procedures
for Staff, Volunteers and Visitors
2018**

Adopted by the EMMC: 5/11/2018

Adopted by the Board: 21/11/2018

Review date (not more than 5 years):

HEALTH AND SAFETY POLICY

It is the policy of Elgin Museum to do all that is reasonable to prevent personal injury and damage to exhibits and property and to protect staff, volunteers and visitors from foreseeable hazards.

The Museum will:

1. Provide and maintain safe and healthy working conditions taking account of any statutory requirements.
2. Make available training and instruction to enable staff and volunteers to perform their work safely and efficiently, including an introduction to Health and Safety at induction and annual training.
3. Make available all necessary safety devices and protective equipment and to supervise their use.
4. Maintain an awareness of Health and Safety matters applicable to the Museum's activities.
5. Insure for liability for bodily injury sustained by staff, volunteers and visitors.

Staff and Volunteers will:

1. Take reasonable care of the Health and Safety of themselves and of other persons who may be affected by their acts or omissions in the Museum.
2. Co-operate in the Museum's objectives by working safely and efficiently. They will make individual common-sense risk assessments before beginning any task, for example involving the use of ladders or lifting, and decline or obtain assistance if the task is not within their competence or physical ability.
3. Use protective equipment provided, and adhere to statutory standards and procedures.
4. Report incidents that have led to or may lead to injury or damage.
5. Adhere strictly to Museum policies and procedures agreed on their behalf for securing a safe work place.
6. Assist in the investigation of incidents with the object of introducing measures to prevent recurrence.
7. Make themselves familiar with the contents of this Health and Safety document, at induction and at least annually, including the Fire and Emergency arrangements in place and the actions expected of them in an emergency.
8. Ensure that whenever members of the public are in the Museum, there is an appropriate number of staff/volunteers on site, with a minimum of two, but an appropriate additional number for events or group activities.
9. Act within their competence, and when in doubt, ASK FOR ADVICE OR ASSISTANCE.

Overall responsibility for Health and Safety matters rests with the Moray Society Board through the Elgin Museum Management Committee (EMMC) and the Museum Volunteer Health & Safety Officer.

Named staff with related responsibilities:

Role	Name	Date
Health and Safety Volunteer	Janet Trythall	
First Aider	Janet Trythall	
Complaints/Claims	Bill Dalgarno	
Press Officer	Mary Shand	
Buildings Volunteer	Rob Wallen	
Volunteer and staff training	Janet Trythall and Jenny Cook	
Emergency Plan Volunteer	Stuart Huyton	

(In the event of the unavailability of the first named person, it may be necessary for another member of the EMMC to deputise.)

General advice to staff and volunteers for their personal safety and that of visitors:

1. Attend annual staff and volunteer training.
2. Read and keep up to date with the Museum's policies on Health and Safety, and the Emergency Plan – that is both how to prevent emergencies and incidents and what to do when things go wrong.
3. Locate emergency equipment e.g. fire “break glass” points, fire extinguishers, torches.
4. Keep an eye on the CCTV screens.
5. Keep the Museum portable phone to hand especially if alone in Reception.
6. Carry a personal mobile phone as it may be useful e.g. if the building has to be evacuated.
7. Gallery Assistant and Museum Custodian: always at least one person at Reception. Gallery Assistant to make frequent checks around the Museum.
8. Locate the silent personnel alarm (Panic Buttons) under the till for use in the case of behaviour dangerous or threatening to people or property. This connects to the Police Station via Chubb.
9. Staff and volunteers must go up to the Lumber Room and Observatory only to deposit or collect items; these rooms are not to be used as work areas. Before going up to either of these rooms the individual must tell another member of staff or volunteer before going up and on returning down again.

The Emergency Plan Volunteer will ensure:

The emergency contact numbers are kept up to date in the Museum and with Chubb, Elgin Police Station and Fire Station.

Associated documents – all filed in the Museum Outer Office:

- Children and Vulnerable Adults Policy
- Chubb Fire manual
- Emergency Plan
- H&S Incident Reports File
- Additional Museum Policies and Procedures as developed

FIRE

Prevention:

1. It is illegal to smoke in Elgin Museum. No smoking in the grounds of the Museum.
2. The Museum will maintain contracts with Chubb (or alternative supplier) for the supply and service of fire and security alarms and fire appliances.
3. Electrical equipment to be switched off when the Museum is closed:
 - Water heaters in kitchen and men's and public loos
 - Kettle(s)
 - Microwave (unplug)
 - Hand held vacuum cleaner
 - Laminator
 - Photocopier
 - Battery chargers
 - Till
 - Paypal keypad
4. Electrical equipment to be left on when the Museum is closed:
 - Phone chargers
 - Fridge
 - Hearing aid loop
 - Tablet for Paypal
 - Security cameras (switch off screens – button under yellow arrow)
 - The main office computer is put into a sleep mode via ALT+CONTROL+DELETE > Lock, and switch off monitor.
5. PAT testing will be carried out annually on electrical equipment.
6. Fire alarm checks and checking of fire extinguisher pressures will be carried out weekly and recorded in the Chubb Fire Log Book by Peter Manson, Janitor.
7. The Buildings Volunteer will arrange for an inspection to be carried out by an authorised fire safety adviser no less frequently than every 3 years, make checks of the emergency lighting and escape routes and oversee that checks are carried out by Chubb (under contract) and the Janitor (6. Above).
8. Combustible materials will be kept in appointed safe places, and never under the main electrical switch boards.
9. Staff and volunteers have a duty to themselves and others to be familiar with the positions, types and means of operating all fire extinguishers on site and to report any that are misplaced.
10. Staff and volunteers must be familiar with the location and means of operation of all "break glass" fire alarm points and with the escape routes from the building.
11. Escape routes must be clear and unobstructed and fire/smoke retarding doors never left propped open.
12. Any potential fire hazard must be reported and dealt with.

Emergency procedures:

1. Raise alarm on discovery by shouting "FIRE!"
2. Operate nearest fire "break glass" point.
3. If it is safe to do so, attack the base of the fire with the nearest fire appliance.
4. The immediate priority is the safety of people. To that end, immediately begin the evacuation of the Museum.

If there are only two volunteers on duty:

i) The **Gallery Assistant** should go to the Rear Gallery and also check the North and East Stores, and usher staff and visitors out via the **Rear Fire Exit**, directing them round the Museum via Braco's Close. Ignore the alarm that will be activated by opening the outside door. While it is safe to do so, the volunteer should wait outside the Fire Exit to make sure no-one enters.

ii) The **Custodian on the Front Desk** should usher visitors from the Main Gallery, checking upstairs first, then downstairs, remembering the Visitors' Toilet, Staff Corridor, The Tower, the Offices and Kitchen, and usher visitors out through the **Front Door**. Inform No 3 High Street and anyone using the Museum Hall, next door. While it is safe to do so, the volunteer should wait outside the Fire Exit to make sure no-one, other than the Fire Brigade, enters.

If there are additional staff/volunteers in the Museum, they may be deployed to assist in the evacuation, but the aim is evacuation.

The **Assembly Point** is the Moray Council Car Park opposite the Museum. A check should be made for all people known to have been in the Museum.

5. As areas are cleared, doors must be left shut.
6. If areas become smoke filled, crawl on hands and knees, rather than try to walk upright.
7. If there are no staff or EMMC members on site, contact key holders by mobile phone as soon as possible.
8. If it safe to do so, a member of staff or the EMMC should switch off the electricity at the Main Switch in the Service Room.
9. Once the Fire Brigade arrives the Fire Officer will take charge.
10. The Emergency Plan contains information about subsequent actions and responsibilities.

ACCIDENTS, ILLNESS, INJURY

On discovering an accident, illness or injury:

1. Remain calm. This will help you and the victim.
2. Safe to approach? Switch off electricity at the plug if you suspect electrocution.
3. Summon help appropriate to the nature of the event. In the case of a medical emergency, call an ambulance via 999.
4. Other help – summon a Museum or other First Aider if any on site. Advise a member of staff or EMMC member, on site or by phone.
5. Do not move the casualty unless in a place of danger.
6. Inform the casualty that help is on the way. Find out the name and address of the casualty, and any medical history from the casualty or accompanying person. Contact the next of kin.
7. Remain sympathetic, but never offer an opinion on the possible cause of the incident.
8. As soon as possible after the incident is over, write a factual report of what you have witnessed and of your actions, and file it in the Incident File – kept on the book shelf E4 in the Outer Office. Ask any other witnesses to do the same. Include the name and address of the casualty. Sign and date your report.

Procedure for Complaints or Claims following accidents:

1. Anyone who has suffered an accident may feel aggrieved and it is therefore important that complaints are handled not only efficiently, swiftly and without compromising our potential liability but with care and sympathy. When an allegation of fault is made arising from an accident and redress is being sought by the person involved, then caution is required. Staff and volunteers should not enter into any discussion about responsibility. Any complaint should be referred to the named person with responsibility for Complaints/Claims or the Health and Safety Officer.
2. A careful note should be made of any conversation, in person or on the telephone, and this should be kept in the Incident File, including any description of the incident as described by the claimant.
3. Claims received in writing whether by an individual or a solicitor should be given a simple acknowledgement immediately, explaining that the claim is being passed to our legal representatives. Any claimant making contact by telephone must be asked to put their claim in writing to the Museum.
4. If an alleged accident has not previously been recorded in the Incident File, this should now be done, with a note that the details were recorded subsequent to the event.
5. When logging an incident, full details of the circumstances as known should be recorded, together with the names of any witnesses or other staff or volunteers in the Museum at the time, and their statements.
6. A plan or photograph of the location of the incident should be filed.
7. The Museum Health and Safety Officer or Deputy must be informed of any accidents or emergencies as soon as practicable after the event, and he will ensure relevant details have been recorded in the Incident File.

LONE WORKING POLICY

Staff and volunteers working in Elgin Museum are made aware at induction of the Museum's Health and Safety Policies and Procedures, and the Emergency Plan, and should ensure they remain familiar with the contents. They are expected to use common sense at all times.

1. Only recognised key holders may work alone in the Museum. Keys and passwords may not be shared. Key holders are required to respect the trust that has been placed in them and safeguard the Museum's contents, buildings and confidentiality.

2. Anyone working alone must:

- use their common sense to make risk assessments for their activity when working alone.
- be aware of the Emergency Plan and emergency contacts as he/she will probably be in the position of first responder in the event of emergency.
- be aware of the "Panic Alarm".
- keep the outside glass door locked at all times with the key left near the door for emergency exit, but not in the door which prevents others from entering using a key.
- ensure all routine close down procedures are carried out, in particular the switching off of electrical equipment that could pose a fire risk.
- carry a charged mobile phone to be able to make outside contact if necessary.

3. Anyone working alone must not:

- allow entry to unknown visitors or visitors without an appointment.
- put themselves in unnecessary danger for example in the use of ladders or moving heavy weights.

12/11/2018 JT