



Elgin Museum Health and Safety Policy and Procedures for Staff, Volunteers and Visitors 2023

NB This document must be read and applied in conjunction with current:

- Additional measures relating to Covid-19 and sequelae eg H&S Addendum 2023 (Adopted EMMC 6/2/2023, MSB 24/2/2023)
- Museum Risk Assessment 2023 (Adopted EMMC 28/2/2023)
- Keyholders and Lone working Policy and Agreement 2023 (Adopted EMMC 28/2/2023)

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ELGIN MUSEUM HEALTH AND SAFETY POLICY

Elgin Museum is owned by The Moray Society, and overall and ultimate responsibilities rest with the Board of the Moray Society (MSB). Day to day management of the Museum is devolved to Elgin Museum Management Committee (EMMC) which agrees Policies and Procedures for adoption by the Board of the Moray Society. Where the term “Museum” is used it relates to Elgin Museum and this management structure. Anything in this document is over-ridden when statutory instruments apply.

The Policy of the Museum with regard to Health and Safety is to ensure that all that is reasonable is in place to prevent personal injury and damage to exhibits and property and to protect staff, volunteers and visitors from foreseeable hazards identified through risk assessments or otherwise.

ELGIN MUSEUM HEALTH AND SAFETY PROCEDURES

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1) RESPONSIBILITIES OF THE MUSEUM, STAFF/VOLUNTEERS, VISITORS AND CONTRACTORS

A) 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, carrying out appropriate risk assessments.
5. Insure for liability for bodily injury sustained by staff, volunteers and visitors.

B) 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. Adhere strictly to Museum policies and procedures agreed on their behalf for securing a safe work place.
 2. Make individual common-sense risk assessments before beginning any task (notwithstanding specific references in this document). e.g. tasks involving the use of ladders or lifting; stairs - main staircase, the spiral staircase in the Tower, steps between the two downstairs galleries, particularly if carrying objects; mezzanine low balustrade; when moving objects, use a trolley if possible and ensure adequate lighting; lifting at height involves an additional risk which must be assessed, mitigated for and be justifiable. 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 to the H&S Policy and Procedures Document Volunteer or EMMC Convenor incidents that have led to or may lead to injury or damage including 'near misses'. Assist in the investigation of incidents with the objective of introducing measures to prevent recurrence.
 5. Make themselves familiar with the contents of this Health and Safety document, at induction and at least annually, and maintain awareness both of how to prevent emergencies and incidents and what to do when things go wrong, as outlined in this document.
 6. Ensure that whenever members of the public are in the Museum, there is a minimum of two staff/volunteers on site. For events or group activities there should be an appropriate additional number present. If the member of the public is a contractor or researcher by appointment, the keyholder alone may be sufficient, having made their risk assessment.
 7. Keep the Museum cordless phone charged and to hand especially if alone at Reception. For communication between the Side Hall and Reception, charged walkie-talkies are required.
 8. Carry a charged personal mobile phone as it may be useful e.g. if the building has to be evacuated.
 9. When the Museum is open to visitors: at least one person on duty must always remain at Reception, and at the Side Hall entrance if this door is unlocked. Other staff/volunteers on duty must make frequent checks around the Museum.
 10. The Lumber Room and Observatory must ONLY be accessed 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 a member of staff or volunteer and let them know on returning down again. There is no alternative to the spiral staircase as a fire exit.
 11. Children under 16 years are only permitted in the Museum in the care of their own responsible adult or at the discretion of the volunteer or staff member in charge. Staff and
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volunteers must ensure that their behaviour is at all times appropriate towards children and vulnerable adults.

C) Visitors including contractors will be expected:

1. To comply with reasonable requests made by staff and volunteers, whether as printed notices or speech, including statutory and the Museum's special measures relating to Covid-19.
2. Not to smoke in the Museum or the grounds.
3. To take reasonable care of themselves and the fabric of the Museum including exhibits, and keep children under their care and control.

2) H&S RESPONSIBILITIES WITH AN AGREED STAFF/VOLUNTEER, BY TITLE:

Responsibility	Title of staff/volunteer
Additional Covid-19 etc Risk management	Via EMMC
Buildings Maintenance	Buildings Volunteer
Complaints, Claims	Designated MSB member
Emergency Plan, personnel and training	Emergency Plan Volunteer
Fire alarm tests, escape routes and extinguishers in-house checks; torches	Janitor
Health and Safety Policy and Procedures and any addenda	H&S P&P Coordinator and First-aid Appointed Person
Insurance	MSB Company Secretary
Keyholders agreements – contact list in safe	EMMC Convenor with EMMC & MSB
Maintenance of contracts and liaison with fire, security alarm, electrical and boiler contractors; in-house emergency light checks; maintenance of records; Scottish Fire and Rescue Service and Police Scotland liaison; CCTV; Emergency kit; emergency contact numbers with Logic/EMCS	Buildings Volunteer
Staff training (H&S)	Line Managers
Volunteer induction	Volunteer Mentor
Volunteer annual update	EMMC

(In the event of anyone's unavailability, it will be necessary for another member of the EMMC or volunteer designated by the EMMC to deputise.)

3) ASSOCIATED DOCUMENTS

Filed in the Museum Outer Office, on shelf E4; see also website:

- Children and Vulnerable Adults Policy
- Fire manual and Test Logs for fire alarm, extinguishers and escape routes
- CCTV manual
- Emergency lighting test log
- Additional Museum Policies and Procedures as developed (see File Policies and Procedures on shelf E4)

Filed in the Safe:

- Emergency Plan – under review 2023
- Emergency contacts
- Volunteer agreement forms
- Keyholder register
- H&S Incident File with reporting forms

Next to telephones:

Emergencies – Summary of immediate actions (on one side of A4)

4) FIRE**A) Prevention:**

1. It is illegal to smoke or vape in Elgin Museum. Smoking and vaping are not allowed in the grounds of the Museum.

2. The Museum will maintain contracts for the monitoring and servicing of fire and security (intruder) alarms and fire appliances.

3. Electrical equipment to be switched off when the Museum is empty:

The person responsible for setting the alarm on departure must ensure the following are switched off or put to sleep before leaving:

- Water heaters in the 4 loos and the kitchen.
- Hand held vacuum cleaner, laminator, battery chargers, shredder, kettle, microwave – must also be left unplugged when not in use.
- The main office computer - switch off monitor (right hand lower edge) after lock procedure.
- Photocopier automatically to sleep mode.
- ALL lights off.
- CCTV – display screen off – lower right on/off button. (CCTV monitor left on).

NB Check phones and walkie-talkies are replaced in their holders and the chargers are switched on, for the phones to be ready to use in emergency.

4. Portable Appliance Testing (PAT) will be carried out at least every two years (or as statutorily required, but see: <https://www.hse.gov.uk/electricity/fag-portable-appliance-testing.htm>) on electrical equipment. Staff and volunteers must not bring into the Museum electrical appliances that are not compliant with PAT regulations, even if only for their own use. All should make visual checks of any equipment before use. In addition, EIRC will be carried out every 5 years.

5. In addition to the contracted maintenance regimes, fire alarm checks (weekly) will be carried out and recorded in the Fire Log Book, by the Janitor using each of the 6 break glass points in turn. The Janitor will also check fire extinguisher pressures (quarterly) and fire escapes (weekly).

6. 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, and oversee that checks are carried out by the Security alarm and Fire alarm contractors, and by the Janitor. The Buildings Volunteer will undertake regular visual checks of the buildings and arrange for appropriate remedial action.

7. Combustible materials will never be kept in the Service Room or in the emergency exits at the rear of the Museum, the Side Hall exit route or the front door.

8. Staff and volunteers have a duty to themselves and to others to be familiar with the positions, types and means of operating all fire extinguishers on site and to report any that are out of place.

9. Staff and volunteers must be familiar with the location and means of operation of all “break glass” fire alarm call points and with the escape routes from the building.

10. Escape routes must be clear and unobstructed. Fire/smoke retarding doors must be identified and labelled and never left propped open.

11. Any potential fire hazard must be dealt with. How will depend on the nature of the hazard and a risk assessment by the finder, whether or not emergency services are required to be summoned immediately and who else is on site; where an in-house solution is required, the (duty) keyholder will usually be the first person who should be informed. If in doubt contact EMMC Convenor.

12. Emergency lighting: An annual test is carried out by an external contractor and additional in-house monthly tests will be carried out by the Buildings Volunteer. All testing is to be logged. Volunteers must note positions of torches for emergency use.

13. The boilers will be serviced annually.

B) Emergency procedures:

See also Emergency Plan in the Museum safe, and the Summary sheet on Emergencies.

1. Raise the alarm on discovery by shouting “FIRE!”

2. Fire alarm should sound automatically. If not, break glass or push button of nearest red fire call point. This alerts the Alarm Centre who will contact the Fire Department. (There are no fire sprinklers.)

3. Only if it is safe to do so, attack the base of the fire with the nearest fire extinguisher, making sure that the type of extinguisher is appropriate for the type of fire. Never get between the fire and the nearest exit.

4. The immediate priority is the safety of people. To that end, immediately begin evacuation of the Museum through the appropriate exit. e.g. Main entrance, Side Hall (connecting door from Rear Gallery normally locked unless Side Hall in use), or Rear Gallery out past Birnie Hoard and out through Braco’s Close.

While it is safe to do so, a volunteer should wait outside the Fire Exit to make sure no-one enters.

b) If there are additional staff/volunteers in the Museum, they should be deployed to assist in the evacuation, for example to prevent re-/entry at the Front Door, but the aim is evacuation.

c) When the Museum is not open to visitors, a volunteer or member of staff will assume these roles as appropriate to the circumstances.

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. eg Tower, 3 stores, Service Room, Offices, No 3, Side Hall/Shop. Signing in book.

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, and use the back of hands to feel.
7. If there are no staff or EMMC members on site, contact key holders by mobile phone as soon as possible.
8. If it is 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.

5) ACCIDENTS, ILLNESS, INJURY

A) On discovering an accident, illness or injury:

1. Initial control of the situation will be taken by the member of staff or volunteer first informed or witnessing the incident. This person will summon a Museum or other First Aider and the Duty Keyholder.
2. Remain calm. This will help you and the victim.
3. Safe to approach? Switch off electricity at the plug if you suspect electrocution.
4. Summon help appropriate to the nature of the event. In the case of a medical emergency, call an ambulance via 999. (Be ready to answer questions e.g. Where? Elgin Museum, 1, High Street, Elgin, IV30 1EQ. Tel. 01343 543675. Casualty? nature of emergency, are they breathing, age, sex, medical history).
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, address and phone number of the casualty, and any medical history from the casualty or accompanying person. If the next of kin is not present, the Museum volunteer or staff member controlling the situation will (or delegate the task) contact the next of kin if a 999 call is made or at the request of the casualty.
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.
9. If the casualty is a Museum volunteer, their emergency contact will be on their Volunteer Application form, in the safe. It is the responsibility of volunteers to ensure this record is kept updated by informing the Volunteer Mentor.

B) 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 also 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 Board member with responsibility for Complaints/Claims or as Deputy, the Vice President.
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 EMMC Convenor must be informed of any accidents or emergencies as soon as practicable after the event, and they will ensure relevant details have been recorded in the Incident File and shared with EMMC.

6) THREAT TO PERSON OR PROPERTY

1. Personal safety is paramount.
2. Be aware of the silent personnel alarm (Panic buttons) under the front desk. Alerts alarm control centre (EMCS) who contact Police.
3. Apply the precautionary principle in any case of perceived or actual threat or suspicious package – call the police via 999.
4. Share concerns with other staff/volunteers and inform a keyholder or member of EMMC if not already on site.
5. CCTV must be left switched on at all times so that it is continually recording. On/off button on monitor itself affects only the display not the recording.

7) LONE WORKING

Staff and volunteers working in Elgin Museum are made aware at induction of the Museum's Health and Safety Policy 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 key holders with permission from the EMMC to do so may work alone in the Museum. (See Keyholder and Lone working Policy and agreement). The register is maintained by the EMMC Convenor and kept in the safe. Keys and passwords must 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:

- behave responsibly at all times being mindful of the consequences to others of any adverse incident to themselves or the Museum.
- use their common sense to make risk assessments for their activity when working alone.
- be aware of the list of immediate actions to be taken in the case of emergency, and the secondary actions in the Emergency Plan, as they will probably be in the position of first responder.
- 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 would prevent 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.
- ensure that someone responsible knows where they are and the expected time of their leaving the Museum and what to do if the Lone Worker does not check in at the expected time.

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.

8) SAFE WORKING AT HEIGHT

1. By the definition of the Health and Safety Executive (HSE), 'Work at height' means work in any place where, if precautions were not taken, a person could fall a distance liable to cause personal injury. You are working at height if you:

- work above ground/floor level
- could fall from an edge, through an opening or fragile surface or
- could fall from ground level into an opening in a floor or a hole in the ground

HSE's Work at height does **not** include a slip or a trip on the level, as a fall from height has to involve a fall from one level to a lower level, nor does it include walking up and down a permanent staircase in a building. Notwithstanding HSE's exclusion of stairs, note the Museum's H&S P&P document, 1. B) 2.).

2. Staff and volunteers are never expected to carry out tasks without making a personal risk assessment against their own competencies and the nature of the task, and in conjunction with the Museum's Health and Safety Policy and Procedures.

3. There is a presumption in the Museum that outside contractors will be used for most work at height in the Museum. No volunteers or staff are to use towers or platforms. Any work on the roof or gutters, accessing the Roof Space, or changing ceiling suspended light bulbs in the Main Gallery and on the Mezzanine floor above the art displays will be carried out by appropriate contractors with the relevant safety certification and using their own equipment. When possible, lightbulb replacements particularly if affecting only the displays, will be deferred until contractors' electrical safety inspections or emergency lighting tests are taking place.

4. Mezzanine Floor – care must be taken when working behind the balustrade. No-one should be opening, closing or working on the display cases alone.

5. With regard to decisions relating to safe working at height and the use of ladders, in making an assessment, see also: <https://www.hse.gov.uk/work-at-height/faqs.htm>

No-one is to use a ladder alone. An assistant must steady the bottom of the ladder and help pass or receive objects as required.

6. Deciding factors in assessing the safe use of ladders:
<https://www.hse.gov.uk/pubns/indg455.pdf>

This document forms part of the Museum's Safe Working at Height Policy.

7. Some basic points on the use of ladders:

- As a guide, if your task would require staying up a leaning ladder or stepladder for more than 30 minutes at a time, it is recommended that you consider alternative equipment.
- Check the ladder before use: stiles, feet, rungs, locking mechanism, platform, and that the surface is flat and sound under all the feet.
- Don't overreach sideways.
- Stepladders - don't stand and work on the top three steps (including a step forming the very top of the stepladder) unless there is a suitable handhold.
- Leaning ladders - don't work off the top three rungs, and try to make sure the ladder extends at least 1 m (three rungs) above where you are working. Make sure the ladder angle is at 75° – you should use the 1 in 4 rule (i.e. 1 unit out for every 4 units up).
- Carrying heavy weights, objects or boxes on a ladder adds a significant additional risk and must be assessed as to whether assistance is required or an alternative is appropriate. Every effort must be made to locate heavier objects lower down, both in stores and on display.