



Elgin Museum Health and Safety Policy and Procedures for Staff, Volunteers and Visitors 2026

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

- Museum Risk Assessment 2026 (Agreed EMMC 19/1/2026)
- Tower Risk Assessment 2026 (Agreed EMMC 19/1/2026)
- Keyholders and Lone working Policy and Agreement 2025 (Agreed EMMC 19/1/2026)
- Martyn's Law: Addendum to Elgin Museum Health and Safety Policy 2023
- Protecting Children and Vulnerable Groups Policy 2026 (Agreed MSB 30/1/2026)

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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 workplace, including signing in and out of the building.
2. To avoid transmission of infectious diseases, especially respiratory and gastrointestinal conditions, the following measures should be taken at all times:
 - If you are unwell, do not come into the Museum.
 - The kitchen may be used by all but please clear up after yourself. All communal crockery and utensils must be thoroughly washed in hot soapy water. Take home food that you have not eaten. Don't assume that someone else will want it!
 - Ensure strict personal hygiene measures are followed and that supplies of soap and hand towels are maintained. If supplies are low, please alert a keyholder.
 - Clear and clean desks or other workspaces after use. Hygiene steps don't just apply to infective agents but also to pest prevention measures. Surface wipes and hand sanitisers will remain available for use.
3. 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, 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. The Tower is 'out-of-bounds' to ALL volunteers, unless carrying out maintenance work. Such work is to be carried out in accordance with the Tower specific risk assessment. Any deviation from this must be approved by EMMC before the work is undertaken. Note there is no access to No3 High Street except for volunteers carrying out tasks with prior agreement by EMMC. At least one other person must know that a volunteer is working in No3.
4. Use protective equipment provided and adhere to statutory standards and procedures.

5. Report to the EMMC Convenor incidents that have led to or may lead to injury or damage including 'near misses' and complete a First-Aid or Incident form as appropriate. Assist in the investigation of incidents with the objective of introducing measures to prevent recurrence. The Convenor will liaise with the H&S Policy and Procedures Document Volunteer and the EMMC in order to process the incident.
6. 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.
7. 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.
8. 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.
9. Carry a charged personal mobile phone as it may be useful e.g. if the building has to be evacuated.
10. 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.
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 volunteers must ensure that their behaviour is at all times appropriate towards children and vulnerable adults.
12. Having been given access to the Museum by a named keyholder, volunteers can only continue to work in the Museum if there are at least two of them present and the absence of the named keyholder is temporary. This absence should not interfere with work being carried out by staff members and contractors. With the exception of Seasonal Visitor Experience Stewards, staff members and contractors are not named keyholders and thus cannot supervise volunteers.

C) Visitors including contractors will be expected:

1. To comply with reasonable requests made by staff and volunteers, whether as printed notices or speech.
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.
4. Contractors will sign into and out of the building.

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

Responsibility	Title of staff/volunteer
Buildings Maintenance	Buildings Volunteer
Complaints, Claims	Board member with responsibility for Complaints/Claims or as Deputy, the Vice President.
Emergency Plan, personnel and training	Emergency Plan Volunteer
Fire alarm tests, escape routes and extinguishers in-house checks; torches	Buildings Volunteer
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

Responsibility	Title of staff/volunteer
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: 'Policies and Procedures' file, on shelf E4; see also website:

- Protecting Children and Vulnerable Groups Policy
- Additional Museum Policies and Procedures as developed

Filed in the Museum Outer Office: 'Security Reports & Security Systems' file, on shelf E4:

- CCTV manual

Filed in the Museum Inner Office: RHS above 'Simple Card' boxes:

- Fire manual and Test Logs for fire alarm, extinguishers and escape routes
- Emergency lighting test log

Filed in the Safe:

- Emergency Plan 2026
- Emergency contacts
- Volunteer agreement forms
 - Keyholder register
 - H&S Incident File with reporting forms

Next to telephones:

Emergencies – Summary of immediate actions (on two sides of A4)

4) GENERAL MEASURES TO PREVENT EMERGENCY INCIDENTS

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 toilets 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. Phone chargers should remain switched on so that the phones are ready to use in emergency. Walkie-talkie chargers must be switched off when the building is empty.

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/faq-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 Buildings Volunteer using each of the 6 break glass points in turn. The Buildings Volunteer will also check fire extinguisher pressures (Monthly) and Fire Escape Routes/Emergency Exits weekly and Fire exit doors (Monthly)

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. 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 full duration 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.

14. Dangerous chemicals will be kept in minimal quantities for the tasks, and in secure metal containers, in locked cupboards inaccessible to visitors.

5) ACTIONS IN CASE OF EMERGENCY INCIDENT AND EVACUATION PROCEDURES

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

The immediate priority is the safety of people. No-one is expected to risk their own personal safety, only to contribute calmly to management of the situation in accordance with the Health and Safety and Emergency Plans.

Ensure an on-site or duty Keyholder is aware of the concern as a priority. They can then alert those with specific roles within the Emergency Plan to continue management of the incident.

General procedures for evacuation of the Museum to be adapted according to who (if anyone) is in the building.

CHECK ALL SIGNING IN BOOKS (Volunteer/Contractors/Researchers)

Be aware of the potential emergency exits:

- The Main Entrance
- The Rear Fire Exit (to the left of the Status & Style case) through the Boiler Room and out into Braco's Close to the High Street. Ignore the intruder alarm. Anyone with mobility issues will need assistance.
- Through the Museum Side Hall/Shop – provided the adjoining door is unlocked. Keys on hook 5 in Safe if needed.
- There is no alternative fire exit from the Mezzanine Floor.

Be aware of areas to check for people:

Reception

Outer Office

Inner Office

West Store

Staff Toilets

Services Room

Main Gallery and Visitors' Toilet

Rear Gallery

Mezzanine

North Store

East Store

Museum Side Hall and Toilet

Boiler Room

No 3 / Cellar under No 3 – if work is being carried out on the premises

i) If the Museum is open to the public

There should always be at least 2 identifiable volunteers/staff on duty to usher out visitors, away from the source of the emergency. Any other volunteers/staff on site can also assist evacuation: help anyone needing additional assistance e.g. in wheelchairs, with prams, mobility/other disabilities; prevent anyone returning to the building (3 exits); help at the Assembly Point.

ii) If the Museum is occupied but not open to the public

Volunteers and staff on site will coordinate to ensure complete evacuation while it is safe to do so.

iii) If the Museum is not occupied and you are called in as keyholder

Do not attempt to enter the building if you consider it unsafe to do so. Call the appropriate emergency service and await their arrival.

The Assembly Point is the Moray Council Car Park opposite the Museum. Alert the Council if their Office is open.

SPECIFIC INCIDENTS

1. FIRE

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. Evacuation is the priority – see above. As areas are cleared, doors must be left shut. If areas become smoke filled, crawl on hands and knees, rather than try to walk upright, and use the back of hands to feel.
4. Only tackle a small fire and if you have had training and feel confident and if you are sure which type of extinguisher to use. Attack the base of the fire. Be aware that powder extinguishers release powder which can affect breathing and visibility. If your efforts are **not** immediately successful, leave the building.
5. Never allow fire to come between you and the exit.
6. Do not break windows unless you have no other option, as oxygen will feed the fire.
7. Call 999 from the assembly point outside the building to ensure that emergency services are on their way (do not delay your exit to collect a mobile telephone).
8. Contact the Museum's Emergency Control Coordinator (ECC) or Deputy. (See Emergency Plan in the safe). Once the Fire Brigade arrives the Fire Officer will take charge. Liaise with the fire brigade until the arrival of the Museum's ECC/Deputy.
9. Only re-enter the building when emergency services and the ECC/Deputy have confirmed that it is safe to do so.
10. The Emergency Plan contains information about subsequent actions and responsibilities.

2. FLOOD

1. See Emergency Plan. Alert Museum's Emergency Control Coordinator/Deputy. If in doubt, evacuate the building.
2. If there are electrical appliances or outlets near the leak, do not approach or stand in any water because there is a risk of electrocution.
3. Attempt to find the source of the water and deal with it if possible (e.g. turn off the stop cock in the men's toilet and/or public toilet, turn off taps etc.).
4. Protect collections in danger of becoming wet by moving or shielding them with polythene sheets. These can be found in Emergency Response Equipment Kit box B, in the boiler-room corridor.
5. If large quantities of water are escaping, the fire brigade and emergency plumber should be contacted.
6. If the quantity of water is controllable, obtain wet vacuum cleaners, wet, mops and buckets to deal with the moisture.
7. Ceiling leak in Rear Gallery – water ingress may affect the ceiling tiles with risk of their collapse. In addition to above, evacuate the Gallery and close the Museum if open to the public at the time.

3. RIVER WATER FLOOD WARNING

1. See Emergency Plan. Alert Museum's Emergency Control Coordinator/Deputy. If in doubt, evacuate the building.
2. Contact Floodline Scotland (SEPA) for latest flooding information. (See EP Part 2, 4.7).
3. Turn off gas at the meter in the rear fire exit, electricity in service room and water supplies at the mains. (Do not reconnect after flooding until checked by an accredited person).
4. Unplug all electrical items and move them to a higher area.
5. Put plugs in sinks and lids down on toilets. Weigh them down with heavy objects.
6. Move priority items offsite or higher. (See the Priority List in EP Part 4 p.4).
7. Empty cases, if possible, and move any drawers and cupboard contents to a higher level.
8. Raise items on bricks or blocks.
9. Leave internal doors open.
10. Weigh-down items that cannot be moved or tie them together.
11. Move emergency kits, emergency plan copies and catalogues offsite.
12. Arrange a night watchman for security if necessary.
13. Limit water entry with sandbags from SEPA, plywood or metal sheeting on outside doors, window frames and airbricks until waters recede. Use silicone sealant to provide better seals.
14. Weigh-down manhole covers.
15. Move any dangerous chemicals, which may contaminate floodwaters further.

4. UTILITY FAILURE (LIGHTING/ELECTRICS)

1. See Emergency Plan. Alert Museum's Emergency Control Coordinator/Deputy. If in doubt, evacuate the building, providing assistance where needed.
2. Check the electric circuit breakers in the Service Room.
3. Open any blinds and curtains to allow in more light from outside.
4. Torches can be found in the Service room (rechargeable), with the Emergency Response Equipment Kit in the boiler room corridor on a hook, in the fossil footprints display and above the office phone.
5. The emergency lighting should come on, however, if you are in an unlit area, go cautiously to an area that has emergency lighting.
6. If the telephones are working, report the failure using the numbers in EP Part 2, 4.5 or inform the Museum's Emergency Control Coordinator/Deputy.

5. THREAT TO PERSON OR PROPERTY INCLUDING BOMB/SUSPECT PACKAGE

1. Alert the Museum's Emergency Control Coordinator/Deputy. If in doubt, evacuate the building and activate the Fire Alarm.
2. Apply the precautionary principle in any case of perceived or actual threat or suspicious package – call the police via 999.
3. Be aware of the silent personnel alarm (Panic buttons) under the front desk. Alerts alarm control centre (EMCS) who contact Police.

4. Share concerns with the keyholder and other staff/volunteers and inform anyone 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.
6. Martyn's Law: see Addendum to Elgin Museum Health and Safety Policy 2023.
7. If you have a smartphone, consider downloading the (free) app 'Protect UK' which contains information from the UK Government about threat levels and actions to be taken in an emergency. Protect UK Action Cards are included in the Volunteer Information Files at each volunteer position for opening.

6. 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 the Duty Keyholder. If a person with qualifications to deal with a First Aid situation offers to help, accept at least until public services arrive.
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 will 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 on a First-Aid Report form, and file it in the Incident File in the safe. Ask any other witnesses to do the same. Include the name and address of the casualty. Sign and date your report.
For staff members – see also HSE reporting forms.
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.

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.
- use the thumb turn to keep the outside glass door locked at all times; their own keys can be left on the hook by the door so that the outside glass door is easily lockable if they need to leave in a hurry.
- 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) 3.).

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.