Oriel Davies Gallery

# Staff handbook

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**Use of the staff handbook**

The staff handbook is designed to provide you with information about Oriel Davies Gallery and details of your employment benefits. The staff handbook also contains the policies, procedures, and rules, which the company has adopted, and you are expected to follow as a member of the Oriel Davies team.

A number of the policies, procedures and rules included in the staff handbook are referred to in your contract of employment. Some form part of your contract of employment with Oriel Davies Gallery and some do not. The staff handbook specifies which policies, procedures and rules are incorporated into your contract of employment. It is important to read the staff handbook carefully. If you have any questions about its contents, please raise them with the Administrator.

The staff handbook will be updated as and when changes occur.

For record purposes, please complete the tear off slip below and return it to Carol Ainsworth, Administrator, Oriel Davies Gallery, The Park, Newtown, Powys SY16 2NZ to acknowledge receipt of your copy of the staff handbook.

…………………………………………………………………………………………………

**To Carol Ainsworth, Administrator**

**Name…………………………………………………………………………………………..**

**Clock/payroll number………………………………………………………………….**

I hereby acknowledge receipt of a copy of the Oriel Davies Gallery staff handbook. I understand and accept that, where specified, the policies, procedures and rules contained in the staff handbook form part of my contract of employment with Oriel Davies Gallery.

**Signed………………………………………………………………………………………….**

**Date…………………………………………………………………………………………….**

**About Oriel Davies Gallery**

Oriel Davies Gallery is the largest andmost important visual arts venue in the Mid Wales and Welsh Borders region and a key gallery of Wales. The Gallery has a reputation for excellence regionally and nationally and is developing an international profile. We curate superb exhibitions that tour extensively throughout the UK. Our education programmes and projects reach out to people in the local community, encouraging active participation and learning in the visual arts.

**VISION, MISSION STATEMENT AND CORE AIMS**

**Context**

Oriel Davies is a leading gallery in Wales and the principle contemporary visual arts venue for the Mid Wales and Welsh Borders region.

**Vision**

To inspire, excite, engage, challenge, and educate through innovative contemporary visual art.

**Mission**

Oriel Davies connects people with art in the unique setting of rural Montgomeryshire, giving opportunity for artists from Wales and internationally to create and show art of excellence, and providing stimulating, welcoming environments where artists and audiences engage with and participate in contemporary art and culture.

**Oriel Davies’ Aims are to:**

* Develop inspiring, imaginative and thought-provoking programmes of excellence that bring artists and audiences together.
* Provide a platform for Wales-based artists within the context of the best regional, national and international contemporary art.
* Contribute to the local economy and the social, cultural, educational and recreational experiences of our immediate and wider communities.
* Seek new and diverse audiences and increase access, participation and learning in the visual arts.
* Raise the profile of Oriel Davies regionally, nationally and internationally.
* Maximise opportunities through partnerships, collaborations and enterprise.
* Nurture a supportive, stimulating, and creative environment in which staff can develop skills and expertise.
* Ensure a sound basis for a stable, confident, and sustainable organisation that works for future growth and development.

**Company benefits**

**Pension**

After the completion of the probationary period, the Employer will contribute 8% of the Employee’s basic wages/salary (not including overtime, bonus or commission payments) to a personal pension plan of the Employee’s choice, approved by the Employer, (such approval not to be unreasonably withheld) or to NEST Pension Scheme, details of which will be supplied by NEST – please contact the Administrator if you wish to take up this option.

**Company rules**

Oriel Davies Gallery has adopted the following Company rules, which all employees are required to follow. Acceptance of and adherence to these rules form part of every employee’s contract of employment.

## Company rules

In any organisation it is necessary to have certain rules and regulations to protect the health and safety of all employees and customers and to ensure high standards of conduct, performance, and service. As an employee of Oriel Davies Gallery, it is important that you are aware of the rules and regulations which apply to you.

Failure to adhere to Company rules, procedures and policies will result in disciplinary action, which may include dismissal, in accordance with the Company’s discipline procedure.

### Equal opportunities

The Company’s equal opportunities policy and policy statement on harassment at work aims to promote equality, harmony and respect amongst individuals and to eliminate discrimination, harassment and victimisation of all kinds. Every employee must ensure that his/her conduct conforms to the standards set out in these policy statements.

FOR FULL POLICY SEE – dropbox / Carol A / Policies /

#### Health and safety

The Company has adopted a health and safety policy to ensure the health, safety and welfare of all employees. Every employee must ensure that his/her conduct conforms to the standards set out in this policy.

FOR FULL POLICY SEE – dropbox / Carol A / Policies /

##### Systems and procedures

All administrative and operational systems and procedures must be strictly adhered to. Employees are required to report any irregularities in systems, procedures or documentation to a supervisor or manager.

##### Attendance and punctuality

Employees are expected to attend work regularly and punctually. Unforeseen absence, due to illness or an emergency must be notified to a supervisor or manager within one hour of the normal start time. All planned leave must be authorised in advance in accordance with the Company’s procedure.

##### Company property

Company property must be treated with care and respect at all times. Any damage to Company property must be reported to a supervisor or manager. Unauthorised use of or wilful damage to Company property will be treated as a disciplinary matter.

# MOBILE PHONE POLICY

**Mobile phone use**

Whilst Oriel Davies will tolerate essential personal telephone calls concerning your domestic arrangements, excessive use of mobile phones for personal calls during office hours is prohibited. Not only does excessive time engaged on personal telephone calls lead to loss of productivity, it also constitutes an unauthorised use of Oriel Davies’ time and money. Excessive use of a mobile phone for telephone calls unrelated to Oriel Davies’ business will constitute a disciplinary offence and will be dealt with under the Company’s disciplinary procedure.

**Front Desk and Public Areas**

Personal Mobile Phone use on the front desk is prohibited except in emergencies. Please ensure that mobile phones are turned to silent in public parts of the building.

**Office**

In the office, please ensure that the impact of your phone is minimised. Oriel Davies will tolerate essential personal telephone calls.

**Marketing**

The use of personal mobile phones for social media marketing is acceptable. Images must be restricted to exhibits or shop stock and must not include identifiable members of the public unless consent has been given.

I have read and accept the terms of this policy.

Signed:

...................................................

(Name of employee)

Date:

...................................................

###### Smoking

In the interests of the health, safety and comfort of employees and customers and to comply with legislation, the Company operates a no smoking policy. Smoking is prohibited in all Company workplaces and Company owned vehicles.

###### Compliance

###### Every employee must at all times act within the law of the land and any regulations which are applicable to the Company’s activities. Any employee who becomes aware of another employee acting illegally, whilst acting on behalf of the Company, must report the activity to a supervisor or manager.

###### Public statements

Every employee is responsible for promoting the reputation and image of the Company. Employees must not make detrimental statements in respect of the Company during the course of dealings with individuals outside of the Company. No employee is permitted to give press or other media interviews or assist with or be involved in the publication of any article relating to the business affairs of the Company or in relation to the Company’s intellectual property, without prior consent from the Director.

**Policies and procedures**

**Equal opportunities**

Oriels Davies Gallery believes that everyone has the right to be treated with dignity and respect at work. We have adopted an equal opportunities policy which commits the Company to fair, unbiased and objective employment practices and a work environment which is free of harassment and victimisation. It is the responsibility of every employee to assist the Company in meeting this commitment. For this reason, acceptance of and adherence to the Company’s equal opportunities policy form part of every employee’s contract of employment.

**Equal Opportunities Policy Statement**

The Oriel Davies Gallery Trust is committed to providing equality of opportunity for all current and prospective employees and to meeting the various legal obligations in the equitable recruitment, selection, development and remuneration of employees. Our aim is to make sure that all job applicants and subsequent employees receive equal treatment regardless of race, ethnic or national origins, religious beliefs, sex, marital status, disability, sexual orientation, or HIV status.

**Policy Amplification**

In general terms, this policy statement recognises, promotes and has respect for human dignity and the value of human resources in law: in particular the sets of UK legislation which cover race discrimination, sex discrimination, equal pay, and disability. It is mindful too of the obligations inherent in ‘Codes of Practice’ laid down by the Equal Opportunities Commission (EOC) and the Commission for Racial Equality (CRE) with their recommendations for adoption ‘appropriate to the size and structure of organisations’.

**Policy Implementation**

The Policy is integral to all internal and external affairs of the Oriel Davies Gallery Trust, whether local, national or international

The Policy is integral to the constitution of the Oriel Davies Gallery Trust, its Management Committee, its staffing requirements and employment strategy, and its artistic and education policy.

The Policy is integral to the Trust’s services to and dealings with the public, and the Trust will ensure that Oriel Davies Gallery’s services are effective and responsive to the needs of the gallery’s public, and ensure, as far as possible, that all sections of the public have access to these services.

Implementation of the Policy is structural rather than applied.

With regards to employment, the Trust regards this Policy as a commitment to make full use of the talents and resources of its employees and to provide an environment which will encourage good and productive working relations.

With regards to employment, every individual will be treated equally and fairly and decisions on recruitment, training and career development will be based solely on objective criteria.

The Trust will monitor the effectiveness of the Policy implementation and Policy objectives will be reviewed annually.

**Legislation**

Oriel Davies Gallery Trust is guided in its approach by current legislation which imposes legal responsibilities on both the employer and individual employees.

**Forms of Discrimination**

The following kinds of discrimination are against the Trust’s Policy:

Direct discrimination, where a person is less favourably treated because of race, ethnic or national origin, religious beliefs, sex, pregnancy or marital status, disability, or sexual orientation.

Indirect discrimination, where a requirement or condition which cannot be justified is applied equally to all groups, but which has a disproportionately adverse effect upon a particular group.

Victimisation, where someone is treated less favourably than others because he or she has taken action against the trust under one of the relevant Acts.

## Recruitment and Selection

The intention of the Gallery’s Recruitment Procedure is to ensure the most appropriate response to vacancies and to ensure that the highest quality of candidates applies and are appointed.

All vacancies will be advertised internally. In addition, posts may be advertised in external media publications where deemed appropriate. Internal advertising will be done via email /internal noticeboard.

The selection process is of vital importance and will be carried out according to predetermined and objective job-related criteria. When drawing up job descriptions / person specifications criteria should be directly related to the requirements of the post and care should be taken not to overstate these requirements. Use of a fair and justifiable person specification should ensure that discrimination does not take place. (There will be involvement of more than one person with shortlisting, interviewing and recording the reasons for selection / rejection of applicants).

The Gallery is committed to the employment of people where the criteria of the person specification are met and where they are the best candidate for the job as determined at interview. The Gallery will endeavour to make reasonable adjustments to ensure that any disadvantages arising from disability are minimised in relation to job performance.

Family friendly policies such as job sharing, and part-time / flexible working will be considered and implemented where appropriate and consistent with the needs of the Gallery in accordance with the Gallery’s flexible working policy.

Positive discrimination occurs when a person is selected on the grounds of their sex or race when they are not the best person for the job. Positive discrimination is illegal and if practised it will be considered to be gross misconduct, which if upheld will result in dismissal.

The Gallery will ensure that all Gallery staff and Trustees involved in making selection decisions have received appropriate training.

The Gallery is committed to the use of positive action where it is deemed necessary.

**Terms and Conditions of Employment**

The Trust is committed to practicing equality of opportunity in its terms and conditions of employment. Equal pay will always be given for work of equal value.

Where employees have particular cultural or religious needs, or disabilities which may conflict with existing work requirements the Trust will, wherever, practicable, seek to vary the requirements to enable such needs to be met, e.g., observance of prayer times, religious holidays.

**Training, Promotion and Career Development**

The Gallery will not discriminate in the provision and selection for training and development programmes. Appropriate training will be provided to all staff to enable them to perform efficiently in their job, to pursue development opportunities and develop their careers. Activities including promotion and training and development (which should be firmly based on the appraisal process) should be monitored.

The Gallery commits itself to ensure that training in equal opportunities legislation, codes of practice and raising awareness about discrimination forms an integral part of its training policy, induction and training activity.

**Sexual and Racial Harassment**

Sexual and racial harassment is a form of direct discrimination. The Trust recognises that sexual and racial harassment may cause problems at work and will be actively discouraged. Sexual and racial harassment can reduce the effectiveness of the Trust by undermining the confidence of employees, creating a threatening atmosphere and increasing sickness, absence and staff turnover.

Sexual harassment includes unwanted physical contact; suggestive remarks or behavior; compromising invitations; demands for sexual favors and similar unwanted behavior. Racial harassment is defined as any racial abuse or provocation deemed offensive by the recipient.

Sexual harassment by any employee, or trustee, is not permitted or condoned by the Trust and all employees and trustees have a right to complain about such conduct. Staff should address such complaints in confidence.

**Disciplinary and Grievance Procedures**

Any grievance as a result of discrimination or harassment on the grounds of race, ethnic or national origins, sex, marital status, disability or sexual orientation will be taken very seriously by the Trust.

If any employee believes that he or she or any other employee has been harassed or discriminated against or otherwise treated unfairly because of race, ethnic or national origins, sex, marital status, disability, or sexual orientation, he or she should report the matter to the Chairman or another member of the Board of Trustees as soon as possible. The Board of Trustees will conduct a full investigation and consultation with a view to establishing the facts and any steps which need to be taken, including disciplinary action.

Any allegations of discrimination or harassment of any kind will be dealt with seriously, expediently and confidentially and all employees will be protected against victimisation for bringing a bona fide complaint of sexual or racial harassment. Any member of staff who believes that he or she has been harassed or discriminated against is encouraged to raise the matter as soon as possible so that remedial action can be taken by the Trust.

In addition, or as an alternative to a formal complaint, employees who are victims of minor sexual or racial harassment are advised to make it clear to their harasser that the behavior is unacceptable and must stop. If an employee is unable to do this verbally then a written request (explaining the distress which the behavior is causing) handed to the harasser may be effective.

## Responsibility

All employees have personal responsibility for the practical application of this Policy. You should note that, under the Acts referred to above, employees are made personally liable for acts of discrimination committed by them. You may be liable to pay your victim compensation.

Providing Equal Opportunities requires much more than a formal statement. This Policy is intended to help create the necessary conditions for success but each individual in the Trust must contribute. The Policy will be brought to the attention of everyone in the Trust and will be kept under regular review.

**Communicating the Equal Opportunities Policy**

The Equal Opportunities Policy will be communicated in the following ways:

Ensuring that employees are aware of the existence and location of the full Policy and any related Policies (e.g., harassment, grievance).

Ensuring that employees are aware of the Policy in all relevant situations (e.g., recruitment/selection, appraisal).

Ex-offenders

Applicants for positions which are exempt from the Rehabilitation of Offenders Act 1974 will be asked to obtain a standard or enhanced disclosure from the Disclosure and Barring Service (DBS). Oriel Davies Gallery wishes to comply with the DBS’s Code of Practice in relation to disclosure information and has adopted the following policy on the recruitment of ex-offenders.

Policy on the recruitment of ex-offenders

**1. Policy statement**

Oriel Davies Gallery is an organisation that uses the **Disclosure and Barring Service (DBS)** to assess applicants’ suitability to work with children / with vulnerable adults / in positions of trust.

Oriel Davies Gallery complies fully with the Rehabilitation of Offenders Act 1974 and the DBS Code of Practice and undertakes to treat all applicants for positions fairly. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

Oriel Davies Gallery seeks to provide assurance to those applying for standard or enhanced Disclosures that the information released will be used fairly. Information relating to an individual’s criminal record will only be seen by those who need to see it as part of the recruitment process. Oriel Davies Gallery acknowledges that it is a criminal offence to pass on Disclosure information to someone not authorised to receive it.

**2. The recruitment process**

* Oriel Davies Gallery will ensure that all requests for DBS checks are made at the appropriate level and that all necessary evidence is checked and validated.
* We will identify authorised signatories, who will be responsible for deciding whether to employ or continue to employ individuals who are the subject of adverse Disclosures.
* Oriel Davies Gallery is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
* This policy on the recruitment of ex-offenders will be made available to all Disclosure applicants at the outset of the recruitment process.
* We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
* A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts, and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
* Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to a designated person within Oriel Davies Gallery and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.
* We will ensure that advice from people trained to identify and assess the relevance and circumstances of offences will be available to all those in Oriel Davies Gallery who are involved in the recruitment process. We also ensure that advice will be available on the relevant legislation relating to the employment of ex-offenders, in particular the Rehabilitation of Offenders Act 1974.
* At interview, or in a separate discussion, we will ensure that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
* We make every subject of a DBS procedure aware of the existence of the DBS Code of Practice and make a copy available on request.
* We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
* Having a criminal record will not necessarily bar a person from working with us. This will depend on the nature of the position and the circumstances and background of the offences.

**3**. **The recruitment decision**

* Where there is adverse disclosure information, the decision to appoint will be based on the details of the discussion with the applicant, with particular emphasis on the nature of his/her criminal record and the role for which he/she is applying. The applicant will already have received his/her own copy of the Disclosure direct from the DBS. Additional information sent under ‘separate cover ‘in addition to an Enhanced Disclosure will not be discussed with the applicant.
* If a decision is made to appoint the applicant, a note will be made and placed on the applicant’s personnel file with the minutes of the discussion. These notes will be kept confidential, held securely and destroyed after a period of six months.
* If there is a decision not to appoint, the reasons for this decision and a copy of the minutes of the meeting will be placed on the applicant’s file. [Such a decision will be based on an assessment of risk to children / vulnerable adults] and will always favour the welfare of these groups. These notes will be kept confidential, held securely and destroyed after a period of six months.

**4**. **Storage, handling, usage, retention and disposal of Disclosures**

* Oriel Davies Gallery will not hold photocopies of the Disclosures.
* Disclosures will be held by the Registered Body, in accordance with the DBS Code of Practice, for a period of no longer than six months after which they will be destroyed.
* Disclosure information will only be used for the specific purpose for which it was requested and for which the applicant’s full consent has been given.
* Once the retention period has elapsed or disclosure information has been inspected, the information will be destroyed by secure means.
* Oriel Davies Gallery will only keep record of:
* the date of issue of disclosure;
* the name of the applicant;
* the type of disclosure requested, i.e., enhanced / standard; and
* the disclosure reference number.

**Sick leave**

The Employee will be paid during absence in accordance with the statutory sick pay scheme.

In addition, except where the absence is due to injury attributable to a third partyor results from engagement from employment other than with the Employer, the Employee may be paid for up to 63 days of certified absence in any twelve-month period at the basic rate. Any payments over and above Statutory Sick Pay are non-contractual and at the discretion of the Employer.

Company sick pay entitlement for part-time employees will be pro rata, based on the number of hours worked compared with those worked by a full-time employee.

All payments made during absence due to sickness or injury will be subject to the deduction therefrom of an amount equal to the benefits received by the Employee under the statutory sick pay scheme in respect of the period for which such payments are made.

If you are absent from work due to illness, you are required to comply with the following procedure to notify the Company. Acceptance of and adherence to this procedure form part of every employee’s contract of employment.

Procedure for notifying absence.

Principles

It is the employee’s responsibility to notify the Company at the earliest opportunity if he/she is absent from work for any reason. If the absence continues for any length of time, the employee must keep his/her supervisor/manager fully informed and submit medical certificates where appropriate. The Company requires this information in order to manage the business effectively in the employee’s absence and to pay the employee appropriately.

# **The procedure**

1. **Absence due to illness**
   * In cases of absence due to illness you (or someone on your behalf) must notify your supervisor/manager by telephone within the first hour of your normal start time, or as soon as practicable thereafter, on your first day of absence.
   * If your absence continues, you should keep in regular telephone contact with your supervisor/manager (every couple of days) to keep him/her fully informed about your progress and likely return date.
   * For any period of absence up to seven days (including non-working days), you will be required to complete a self-certification form and submit it to your supervisor/manager not later than the first day of your return to work.
   * If your absence continues after seven days (including non-working days), you will be required to submit a doctor’s statement of fitness for work (fit note) to your Supervisor/ Manager at weekly intervals or such longer intervals as may be agreed.
   * Statutory sick pay will be paid in line with eligibility conditions.
   * Non-contractual sick pay at the basic rate may be paid (up to 63 days per 12-month period) at the discretion of the Employer
2. **Other unforeseen absences**
   * When a domestic or other emergency occurs, you (or someone on your behalf) must notify your supervisor/manager as soon as practicable.
   * The Company will always treat such cases sympathetically, but you must keep in touch with your supervisor/manager and agree the amount of time you will be away from work.
   * Payment for such absences will be at the discretion of the Employer.
3. **Failure to notify absence and/or unauthorised absence.**
   * All absences will be recorded and monitored.
   * Failure to follow the notification procedure, without good reason, will be regarded as a disciplinary matter.
   * Frequent, unexplained, or unauthorised absence will also be regarded as disciplinary matters.

Holidays

Your entitlement to annual leave is as set out in your contract of employment. Subject to the needs of the business, the Company will try wherever possible to accommodate your holiday requests. When you wish to take part of your annual leave, you should follow the Company’s procedure for requesting and authorising holidays.

**Procedure for requesting/authorising holidays.**

## Principles

The Company wishes to ensure that employees take all their annual holiday entitlement as leave.

Annual holiday entitlement is as stated in the employee’s contract of employment. This includes the employee’s statutory holiday entitlement.

Holidays should be taken during the Company’s holiday year, 1 April – 31 March.

Holidays must be taken within the holiday year – however 5 days (pro rata) may be carried over into the next holiday year where the employee has the written permission of the Administrator.

## Procedure

1. An employee who wishes to take a holiday should complete an absence request form and submit it to his/her line manager for approval.
2. Wherever possible, line managers willtry to accommodate requests for leave. In exceptional circumstances, where staff cover is inadequate or holiday dates clash, a request may have to be refused.
3. A request is not deemed to have been approved until the absence request form has been signed by the line manager and submitted to the Administrator.
4. The absence request form should be submitted as far in advance of the requested leave date as possible. In any event, employees are required to give a minimum period of advance notice of twice as many days as the number of days requested. For example, a request for a fortnight’s holiday should be submitted no later than four weeks before the first day’s leave.
5. In the event that a holiday request has to be refused, the line manager will give at least as much notice of refusal as the amount of leave requested.
6. All holidays will be recorded on the employee’s absence record.

Discipline

In order for the Company to maintain high standards of operation, customer service and health and safety, we have adopted a formal procedure for dealing with misconduct by employees.

In cases of misconduct, the Company’s discipline procedure will normally apply. This procedure is not legally binding and does not form part of your contract of employment.

Discipline procedure

The Company wishes to ensure high standards from its employees. The discipline procedure enables the Company to take appropriate action against you where your performance or conduct is unsatisfactory. However, the Company abides by a number of principles to ensure that any employee subjected to disciplinary action receives consistent and fair treatment:

# **Principles**

Any complaint made against you will be fully investigated and no disciplinary action will be taken until you have been informed of the nature of the complaint and given the opportunity to make representations at a disciplinary meeting.

You will at all times have the right to be accompanied by a work colleague or full-time trade union representative of your choice at any disciplinary or appeal meeting.

Whilst the Company will make all reasonable efforts to ensure that you are present at any disciplinary hearing, in case of absence exceeding seven days then the Company may hold the hearing in your absence, in which case you may make written representations.

Wherever possible the Company will use its best endeavours to keep all details relating to any disciplinary investigation or procedure confidential.

# **The procedure**

The Administrator will deal with minor problems but if the matter is more serious the following procedure is used:

# **Stage 1: Verbal warning**

If your conduct or performance has been unsatisfactory, you will normally be given a formal verbal warning. You will be informed of the reason for the warning. A note of the verbal warning will be kept on file but will be considered “spent” for disciplinary purposes after a period of six months unless, otherwise specified.

# **Stage 2: Written warning**

If a serious disciplinary matter occurs or if there has been a failure to improve following a previous verbal warning, you will be given a formal written warning. The written warning will give details of the complaint, the improvement required from you and the period in which it has to be achieved. It will also warn that a final written warning may be issued if there is no satisfactory improvement within the required period and will advise of the right to appeal. A note of the warning will be kept on file but will be considered “spent” for disciplinary purposes after 12 months, unless otherwise specified.

# **Stage 3: Final written warning**

If there is insufficient improvement following a written warning or if there is misconduct that is serious enough to warrant only one written warning, a final written warning may be given to you. This will give details of the complaint and will warn that dismissal, or some other action short of dismissal, may result if there is no satisfactory improvement within a particular period. It will also advise of the right to appeal. A note of the warning will be kept on file but will normally be considered “spent” for disciplinary purposes after a period of 12 months, unless otherwise specified.

# **Stage 4: Dismissal**

If you fail to meet the standards required of you, or if there is gross misconduct, dismissal will normally result. A decision to dismiss can only be taken by the Director. As an alternative to dismissal and at the employer’s discretion, the Company may demote you. If the Company is considering dismissal, demotion or any other action short of dismissal, you will be given a written statement prior to the formal disciplinary meeting, setting out the reasons for the proposed course of action. The issues will be fully discussed at the meeting, and you will be informed in writing of the outcome.

If you are dismissed, you will be provided with written reasons for dismissal, the date your employment terminated, and details of any notice pay to which you are entitled. You will also be informed of your right to appeal.

If you are demoted, you will be entitled to the salary and other terms and conditions of employment appropriate to the position to which you have been demoted. You have a right of appeal against demotion.

**Please note that the Company reserves the right to enter this procedure at any stage, if your misconduct warrants such action.**

# **Gross misconduct**

The following is a non-exhaustive list of examples that are normally regarded as gross misconduct:

* Theft, fraud, deliberate falsification of records.
* Physical violence including fighting and assault on another person.
* Deliberate damage to Company property or property belonging to any employee.
* Serious incapability through alcohol.
* Abuse of drugs.
* Negligence which causes significant loss, damage or injury.
* A serious act of insubordination.
* Serious failure to follow the health and safety rules of the Company.
* Failure to notify the Company of a serious and immediate danger to health or safety.
* Serious misuse of the Company’s computing, telephone or postage facilities.
* Sexual, racial or disability harassment.
* Disclosure of confidential information.
* Dishonest use of the Company's property or name.
* Bringing the Company into disrepute.

If gross misconduct is alleged against you, the Company may suspend you on full pay pending investigation of the matter. You will be given a written statement prior to the formal disciplinary meeting, setting out the reasons for the proposed course of action. The issues will be fully discussed at the meeting, and you will be informed in writing of the outcome. If, following investigation and after a full disciplinary meeting, the Company is satisfied that there has been gross misconduct, the outcome will normally be summary dismissal without notice or payment in lieu of notice.

# **Appeals**

You have the right to appeal against any warning, demotion, suspension, or disciplinary dismissal within five working days. The Director will hear all appeals.

You will be informed in writing of the date of any appeal, and you will be entitled to bring a colleague or a full-time trade union representative with you to the appeal hearing. The Director may decide the matter at the hearing or adjourn the hearing for further investigation or for further consideration. You will be informed of the outcome of any appeal hearing, in writing, as soon as possible and such decision is final.

**Capability**

The Company recognises that poor performance cannot always be treated as a disciplinary matter. There may be a range of underlying causes for poor performance, such as lack of skills or resources or unsatisfactory attendance. In dealing with such cases, the Company will normally follow its capability procedure, the aim of which is to improve the performance of the individual concerned. This procedure is not legally binding and does not form part of your contract of employment.

### Capability procedure

Principles

The Company accepts that there may be situations where an employee cannot achieve the standards required from them in their job. Every effort will be made to understand the causes for this and find remedies which will enable them to achieve the required standards.

A fair procedure will be followed to ensure they are given feedback on their performance and an opportunity to improve. At each stage of the procedure, the employee may be accompanied by a work colleague or trade union representative.

A supportive and positive approach will be adopted throughout this procedure and as far as is reasonably practicable, every attempt will be made by the employee’s supervisor/manager to provide appropriate training, knowledge and supervision to achieve the accepted standards of performance.

This procedure applies where either the skills or abilities of an employee are not sufficient to fulfil their job to the required standard.

In cases where it is considered that an employee’s performance, conduct, or behaviour is unacceptable and falls outside the scope of this procedure it may be appropriate to consider the discipline procedure as an alternative. If this is the case, this will be made clear to the employee concerned.

Depending on the nature, cause, and seriousness of the situation this procedure can be commenced at any stage. The timescale allowed for improvement may vary and will be determined considering the reason for the incapability, and the impact of this on business operations.

# **Procedure**

## Stage 1: Informal counselling

Where there are minor issues, such as small but repeated errors in work, an informal discussion about the causes and what can be done to provide support will often result in an improvement. The discussion should normally bring to the employee’s attention the aspects of the job in which the employee is not performing satisfactorily, and it is hoped that in the majority of cases this will be sufficient action. Appropriate arrangements will be put in place to train, support, and assist the employee and to supervise and monitor the employee’s performance.

## Stage 2: Formal procedure

Where there are major issues, or there is no improvement following informal discussions, a formal meeting will be held. The employee will be advised in advance of the date, time, and reason for the meeting, including any evidence or examples of unsatisfactory performance that will be discussed.

At the meeting to discuss performance, the areas of concern will be clearly stated, with examples, and the employee given the opportunity to express their point of view. If no satisfactory explanation is given by the employee, the following action will be taken:

1. a formal written warning will be issued; and
2. a performance improvement plan will be drawn up and agreed, with a timescale for improvement and a date set for review. The employee’s performance will be closely monitored during the review period.

The meeting will be documented, and a formal record placed on file.

## Stage 3: Formal procedure

At the end of the review period a further formal meeting will be held to confirm either that improvement has been achieved and sustained, or that there is insufficient progress. If progress has been made and the required standard has been achieved, the matter is then closed.

If there is insufficient improvement a further discussion will take place to agree a further performance improvement plan and the employee will be given a further period to improve. The previous warning may be reiterated, or a final warning issued. The final warning should inform the employee that his continued employment may be at risk if satisfactory performance is not achieved or sustained. The meeting will be documented, and a record placed on file.

## Stage 4: Formal procedure

At the end of the further review period, performance will be reviewed again. A formal meeting will be held.

If progress has been made to the required standard the matter is then closed. It will be expected that the improvement in performance will be sustained. Any deterioration in the standard of performance may reactivate this procedure at the stage where it was closed, or at a more advanced stage of the procedure.

In circumstances where the capability procedure has been exhausted and the employee has failed to achieve the desired standards of performance it may be appropriate to consider alternatives to dismissal which could involve demotion, transfer to another premises, departments, locations on a temporary or permanent basis, with any consequent reduction in pay, status or benefits. If, however, this is not appropriate, the employee may be dismissed.

If the Company is considering dismissal or the above alternatives to dismissal, the employee will be given a written statement prior to the formal meeting, setting out the reasons for the proposed course of action. The issues will be fully discussed at the meeting and the employee will be informed in writing of the outcome.

# **Right of appeal**

The employee may appeal against any action taken under this procedure (save informal counselling) and such an appeal should be submitted (clearly stating the grounds of appeal) in writing within five days to the manager nominated by the person who has taken the action. The person nominated will hold an appeal hearing. The employee may be accompanied at the appeal by a work colleague or trade union representative.

The decision reached at an appeal will be notified to the employee in writing and will be final.

Grievances

The Company takes employees’ grievances seriously and encourages all employees to raise their concerns at an early stage so that they may be resolved fairly and swiftly. In many cases, it will be possible to resolve such issues informally, by talking them over with your supervisor/manager. However, if you wish to raise a grievance on a more formal basis, you should follow the Company’s formal grievance procedure. This procedure has been designed to deal with most concerns about your work, including where you become aware of any wrongdoing within the Company which gives rise to a personal grievance.

The Company recognises that in cases of alleged discrimination, harassment and victimisation, particularly where the alleged perpetrator is your immediate line manager, it may not be possible to follow the normal grievance procedure. In cases such as this, you should follow the Company’s separate procedure for dealing with sensitive issues.

These procedures are not legally binding and do not form part of your contract of employment.

### Grievance procedure

# **Principles**

The Company wishes to ensure that all of its employees are treated fairly. If you have problems or concerns about your work, working environment or working relationships the Company wishes to see these problems resolved before they develop into more serious situations.

# **The Procedure**

If you have any grievance in relation to your employment, you should raise it informally with your line manager. If your line manager is unable to settle the matter within three working days, then the following procedure will apply:

# **Stage 1**

Put the grievance in writing and send it to your line manager. Your line manager will arrange a formal meeting in order to discuss the grievance. You have the right to be accompanied at this meeting by a work colleague or a trade union representative. Your line manager will write to you with their response to your grievance within five working days of the hearing. If you are not satisfied that the matter has been adequately resolved, or if your line manager fails to deal with your written grievance, then Stage 2 of the procedure will apply.

# **Stage 2**

If you feel that your grievance has not been resolved at Stage 1 of the procedure, you should appeal in writing to the director. The director will arrange a formal meeting to hear your appeal. You have the right to be accompanied at this meeting by a work colleague or a trade union representative. The meeting will be held within five working days of the director receiving your appeal. The director will write to you within five working days of the meeting with their response to your appeal. If it is not possible to contact you with a response within that time, you will be given an explanation for the delay and will be informed when a response can be expected.

# **Stage 3**

Where your appeal has not adequately been resolved at Stage 2, you should make a further appeal in writing to the Board of Trustees. The Trustees will appoint a member to arrange to hear your appeal within ten working days of receiving your written notification. You have the right to be accompanied at this meeting by a work colleague or trade union representative. The Trustee’s authorised member will give you a decision regarding your appeal within ten working days. If it is not possible to respond to your appeal within that time, you will be given an explanation and you will be told when a response can be expected. Any decision of the Trustee’s authorised member is final.

Note: If your grievance involves your supervisor, you may initiate the grievance procedure at Stage 2.

# **Issues giving rise to a grievance.**

The Company is aware that there are many issues which give rise to a grievance, and it is impossible to give a comprehensive list. However, they might include matters relating to your terms and conditions of employment, the health and safety of yourself or of colleagues, your working relationships with colleagues or your managers or your treatment at work.

In addition, in accordance with the Public Interest Disclosures Act 1998, the Company has instituted a system for reporting information which in your reasonable belief points to a wrongdoing at work.

A wrongdoing is any of the following:

* a **criminal offence** has been or is likely to be committed.
* a person has failed, is failing or is likely to fail to **comply with a legal obligation.**
* a **miscarriage of justice** has happened, is happening or is likely to happen.
* the **health and safety of an individual** has been, is being or is likely to be damaged;
* **damage to the environment** has occurred, is occurring or is likely to occur; or
* **information showing any of the above** has been, is being, or is likely to be, deliberately concealed.

If you become aware of a wrongdoing at work then please institute Stage 1 of the grievance procedure immediately. If you believe that the Company’s managers may be involved in the wrongdoing then please approach the Trustees directly.

# **Confidentiality**

Please note that any grievance raised by you will be received in absolute confidence and the Company will, as far as possible, keep any details or your complaint confidential save and except where your grievance leads to disciplinary action against another employee or officer of the Company. The Company will promptly investigate and deal with any grievance brought to its attention.

# **Grievance procedure: sensitive issues**

## Principles

The Company believes that the dignity of every person must be respected and has accordingly adopted an equal opportunities policy which includes a policy statement on harassment at work.

All employees who have problems or concerns about their work, working environment or working relationships are encouraged to raise them through the Company’s grievance procedure.

However, the Company recognises that in issues of a sensitive nature, such as cases of alleged discrimination, harassment, bullying or victimisation, its normal grievance procedure may not be appropriate.

In such cases and in particular where the alleged perpetrator is also the person with whom the employee would normally be required to raise his/her grievance, employees may use the following alternative procedure.

## The procedure

### Stage 1

Whenever possible, you should attempt to resolve the grievance informally. Speak to the alleged perpetrator either alone or with a supervisor/manager, a work colleague or a trade union representative. Explain that his/her behaviour is not welcome and ask for it to stop. If you do not feel able to speak to the alleged perpetrator directly, ask your supervisor/manager to do so on your behalf. If the alleged perpetrator is the person to whom you report, you should ask his/her manager to accompany you or act on your behalf. In cases of alleged sexual harassment, you may, however, choose a supervisor/manager who is the same sex as yourself.

### Stage 2

A formal grievance should be raised:

* when an informal attempt to resolve the problem has failed.
* for a single serious incident; or
* at any time at the request of the complainant.

The grievance should be raised in writing with your supervisor/manager. If your grievance is about your supervisor/manager, you should write to his/her manager. In cases of alleged sexual harassment, you may write to a supervisor/manager who is the same sex as yourself. The supervisor/manage will arrange a formal meeting to hear your grievance. The meeting will be held within five working days of the supervisor/manager receiving your written complaint. You are entitled to be accompanied at this meeting by a work colleague or trade union representative. Wherever possible, confidentiality will be maintained but it will be necessary to disclose your name to the alleged perpetrator. The supervisor/manager will conduct an inquiry and you will be advised of the timescale and progress of the investigation. You will be advised of the outcome of the investigation and given a formal response to your grievance.

### Stage 3

If your grievance has not been adequately resolved at Stage 2, you should appeal in writing to the Board of Trustees. The Trustees will appoint a member to arrange a formal meeting to hear your grievance. The meeting will be held within ten working days of receiving your written complaint. You are entitled to be accompanied at this meeting by a work colleague or trade union representative. The Trustee’s appointed member will advise you of the timescale for his/her response. Any decision of the Trustee’s appointed member is final.

### Whistle blowing

If you become aware of any criminal offence or other wrongdoing in the workplace, you should report it immediately. If the wrongdoing gives rise to a personal grievance, you may raise the matter under the Company’s formal grievance procedure. Alternatively, if you simply wish to disclose a wrongdoing without raising a personal grievance, you may use the following whistle blowing procedure.

This procedure is not legally binding and does not form part of your contract of employment.

Whistle blowing procedure.

Principles

In accordance with the Public Interest Disclosure Act 1998, the Company has instituted a system for reporting information which in your reasonable belief points to a wrongdoing at work.

A wrongdoing is any of the following:

* a **criminal offence** has been or is likely to be committed.
* a person has failed, is failing or is likely to fail to **comply with a legal obligation**.
* a **miscarriage of justice** has happened, is happening or is likely to happen.
* the **health and safety of an individual** has been, is being or is likely to be damaged.
* **damage to the environment** has occurred, is occurring or is likely to occur; or
* **information showing any of the above** has been, is being, or is likely to be, deliberately concealed.

The Company wishes to ensure that any such wrongdoings are reported and dealt with. If you become aware of a wrongdoing at work, then please follow the procedure below immediately. If you believe that the Company’s managers may be involved in the wrongdoing, then please approach the Trustees directly.

# **Procedure**

1. If you become aware of a wrongdoing, raise your concerns immediately with your line manager. Your line manager will carry out a prompt and thorough investigation of the matter and report his/her findings to the director. The director will take any necessary action including, if appropriate, reporting the matter to the relevant external authority. Where, as a result of the disclosure, it is necessary to take disciplinary action against an employee, this will be done in accordance with the Company’s formal discipline procedure. Your line manager will inform you of the outcome of the investigation and any actions taken as a result.
2. If you are not satisfied that your disclosure has been dealt with properly or you believe that your line manager or any of the Company’s managers are involved in the wrongdoing, raise your concerns directly with the Trustees. The Trustees will arrange for an investigation or further investigation to be carried out. The Trustees will take any necessary action including, if appropriate, reporting the matter to the relevant external authority. Where, as a result of the disclosure, it is necessary to take disciplinary action against an employee, this will be done in accordance with the Company’s formal discipline procedure. You will be informed of the outcome of the investigation and any actions taken as a result.

# **Victimisation**

The Company will not tolerate the victimisation of any person who discloses a wrongdoing under this procedure. Any such victimisation will be treated as a disciplinary offence.

### Health and safety

Oriel Davies Gallery has a legal duty to protect the health and safety of its employees and others. We take this responsibility seriously and have made health and safety a management priority. We expect our employees at all levels to take care to avoid injury to themselves and others and to co-operate with the implementation of the Company’s health and safety arrangements.

The Company has adopted a health and safety policy which contains details of these responsibilities and arrangements. All employees are required to be proactive and familiarise themselves with the health and safety policy. Acceptance of and adherence to the Company’s health and safety policy form part of every employee’s contract of employment.

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**Health and safety policy**

**Health and safety policy statement**

Oriel Davies Gallery has established this health and safety policy to ensure the health, safety, and welfare at work of all employees and others who may be affected by its activities. This policy will be implemented in all premises owned or controlled by the Company.

In pursuance of this policy, the Company will take action to:

* provide adequate consult with our employees on matters affecting their health and safety;
* provide and maintain safe plant and equipment;
* ensure safe handling and use of substances;
* provide information, instruction, and supervision for employees;
* ensure all employees are competent to do their tasks and to give them adequate training;
* prevent accidents and cases of work-related ill health; maintain safe and healthy working conditions; and
* review and revise this policy as necessary at regular intervals.

control of the health and safety risks arising from our work activities;

Signed by

…………………………………

**Director**

**Responsibilities**

* Overall and final responsibility for health and safety rests with the Director/Board of Trustees.
* Day to day responsibility for ensuring that this policy is put into practice is delegated to the Building & Technical Manager
* All employees are required to:
* co-operate with supervisors and managers on health and safety matters;
* not interfere with anything provided to safeguard their health and safety;
* take reasonable care of their own health and safety; and
* report all health and safety concerns to an appropriate person (as detailed in this policy document)

**Health and safety risks arising from work activities**

* Risk assessments will be undertaken by the Building Manager
* The findings of the risk assessments will be reported to the Director
* Action required to remove/control risks will be approved by the Director
* The Building Manager will be responsible for the action required is implemented.
* The Building Manager will check that the implemented actions have removed/reduced the risks.
* Assessments will be reviewed every year or when the work activity changes, whichever is the soonest.

**Safe plant and equipment**

* The Building Manager will be responsible for identifying all equipment/plant needing maintenance.
* The Building Manager will be responsible for ensuring effective maintenance procedures are drawn up.
* The Building Manager will be responsible for ensuring that all identified maintenance is implemented.
* Any problems found with plant/equipment should be reported to The Building Manager
* The Building Manager will check that new plant and equipment meets health and safety standards before it is purchased.

**Safe handling and use of substances**

* The Building Manager will be responsible for identifying all substances which need a COSHH assessment.
* The Building Manager will be responsible for undertaking COSHH assessments.
* The Building Manager will be responsible for ensuring that all actions identified in the assessments are implemented.
* The Building Manager will be responsible for ensuring that all relevant employees are informed about COSHH assessments.
* The Building Manager will check that new substances can be used safely before they are purchased.
* Assessments will be reviewed every year or when the work activity changes, whichever is the sooner.

**Information, instruction, and supervision**

* The health and safety law poster is displayed in the main office.
* Health and safety advice is available from The Building Manager.
* Supervision of young workers/trainees will be arranged/undertaken/monitored by The Building Manager.
* The Building Manager is responsible for ensuring that employees working at locations under the control of other employers are given relevant health and safety information.

**Competency for tasks and training**

* Induction training will be provided for all employees by Team Leader / Management.
* Job specific training will be provided by Team Leader / Management.
* Specific jobs requiring special training are [state jobs].
* Training records are kept at/by the Administrator.
* Training will be identified, arranged, and monitored by the Administrator.

**Accidents, first aid and work-related health**

* The first aid box(es) is/are kept in the main office on drawer next to Administrators desk.
* The appointed person(s)/first aider(s) is/are Kate Morgan-Clare, Carol Naden and Deborah Dalton.
* All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept in the main office in drawer next to Administrators desk.
* The Administrator is responsible for reporting accidents, diseases, and dangerous occurrences to the enforcing authority.

**Monitoring**

* To check working conditions and ensure safe working practices are being followed we will do regular spot checks and have regular inspections.
* The Director & Administrator are responsible for investigating accidents.
* The Director & Administrator are responsible for investigating work-related causes of sickness absence.
* The Director & Administrator are responsible for acting on investigation findings to prevent a recurrence.

**Emergency procedures – fire and evacuation**

* The Building Manager is responsible for ensuring the fire risk assessment is undertaken and implemented.
* Escape routes are checked by The Building Manager every month.
* Fire extinguishers are maintained and checked by K P Fire every year.
* Alarms are tested by Front of House Management weekly.
* Emergency evacuation will be tested every month.

The fire evacuation procedure is detailed on the notice to the left of the front desk. Copies of this procedure are available from Deborah Dalton.

Smoking

The Company takes its responsibility for the health and safety of employees seriously. In view of the risks to health from passive smoking and to comply with legislation, we have adopted the following no smoking policy. All employees are required to comply with the no smoking policy. Acceptance of and adherence to this policy forms part of every employee’s contract of employment.

1. The Health & Safety at Work etc Act 1974 places a duty upon employers to provide a working environment for employees which is safe, without risks to health and adequate as regards facilities and arrangements for their welfare at work. Tobacco smoke has been shown to be a threat to the health of all employees.
2. The Company recognises its legal obligation to prohibit smoking in enclosed or substantially enclosed public places, shared workplaces and vehicles and will comply with all provisions of the Regulations currently in force to ensure a smoke-free working environment.
3. There is a total ban on smoking in all parts of the Company’s premises and in all Company owned vehicles.
4. This policy applies to all employees at all levels and to visitors.
5. Any breach of this policy will lead to the normal disciplinary procedures being applied in accordance with the Company’s discipline procedure.
6. This policy forms part of the Company's health and safety policy.

**Data protection**

Oriel Davies Gallery has adopted the following policy in relation to the collection, storage, and processing of personal information. Acceptance of and adherence to this policy forms part of every employee’s contract of employment.

Data protection policy

Principles

In order to operate effectively and fulfil its legal obligations, Oriel Davies Gallery needs to collect, maintain and use certain personal information about current, past and prospective employees and other individuals with whom it has dealings. All such personal information, whether held on computer, paper, or other media, will be obtained, handled, processed, transported and stored lawfully and correctly, in accordance with the safeguards contained in the Data Protection Act 1998 (DPA).

Oriel Davies Gallery is committed to the eight principles of data protection as detailed in the DPA. These principles require that personal information must:

* be fairly and lawfully processed and not processed unless specific conditions are met;
* be obtained for one or more specified, lawful purposes and not processed in any manner incompatible with those purposes;
* be adequate, relevant, and not excessive for those purposes;
* be accurate and, where necessary, kept up to date;
* not be kept for longer than is necessary;
* be processed in accordance with the data subject’s rights under the DPA;
* be kept secure form unauthorised or unlawful processing and protected against accidental loss, destruction, or damage; and
* not be transferred to countries outside the European Economic Area (EEA) unless the country or territory ensures adequate protection for the rights and freedoms of the data subjects.

**Compliance**

In order to comply with the data protection principles, Oriel Davies Gallery will:

* observe fully all conditions regarding the fair collection and use of personal information;
* meet its legal obligations to specify the purpose for which information is used;
* collect and process appropriate personal information only to the extent that it is needed to fulfil operational needs or to comply with legal obligations;
* ensure the quality of the personal information used;
* apply strict checks to determine the length of time personal information is held;
* ensure that individuals about whom information is held are able to exercise their rights under the DPA, including the right to be informed that processing is taking place, the right of access to their own personal information, the right to prevent processing in certain circumstances and the right to correct, rectify, block or erase incorrect information;
* take appropriate technical and organisational security measures to safeguard personal information; and
* ensure that personal information is not transferred outside the EEA without suitable safeguards.

# **Responsibilities**

* Overall responsibility for ensuring that the Company complies with its data protection obligations rests with the Administrator.
* It is the responsibility of all employees to ensure that personal information provided to the Company, for example current address, is accurate and up to date. To this end employees are required to inform the Company immediately when changes occur.
* Employees whose role involves the collection, maintenance, and processing of personal information about other employees or any other individuals with whom the Company has dealings are responsible for following the Company’s rules on good data protection practice as notified from time to time by their Line Manager

# **Information about employees**

Oriel Davies Gallery holds the following personal information about its employees:

Name, address, telephone numbers, NI numbers, salary details, PAYE details, Holiday, Sickness, and other Absence records

This information is used for payroll and administrative purposes.

We also hold the following sensitive personal information about employees:

# **Access to information**

Anyone who is the subject of personal information held by the Company has the right to make a subject access request. Employees who wish to exercise this right should write to the Administrator. The Company reserves the right to charge £10 for responding to such requests. If, as the result of a subject access request, any personal information is found to be incorrect it will be amended. The Company will deal promptly with subject access requests and will normally respond within 40 days. If there is a reason for delay, the person making the request will be informed accordingly.

**Breach of the policy**

Breach of this policy will be regarded as a disciplinary offence and will be dealt with under the Company’s formal discipline procedure.

Employees who consider that there has been a breach of this policy in relation to personal information about them held by the Company should raise the matter via the Company’s formal grievance procedure.

### Parental leave

Working parents with one year’s service or more, who have children under the age of five (or 18, if the child is adopted or disabled), have the statutory right to take unpaid parental leave. The Company will fulfil its legal obligations in respect of statutory parental leave in accordance with the following procedure:

Parental leave procedure

Principles

1. The Company wishes to support working parents.
2. Employees who have been continuously employed for one year qualify for 13 weeks’ unpaid parental leave in respect of each child (either born to them or adopted by them) who is under five years of age (or adopted children under 18 years of age).

Leave must be taken within the first five years of the child’s life (or for adopted children within five years of the date of adoption or the child’s 18th birthday, whichever is the sooner).

3. Employees who are the parents of a disabled child may take up to 18 weeks’ unpaid parental leave until the child’s 18th birthday.

4. Requests for parental leave will be considered in the light of the needs of the business but every effort will be made to allow employees who qualify for parental leave to take the leave they have requested at the time of their choice.

5. It is the responsibility of the employee, when requesting parental leave, to comply with the specified notice provisions.

# **The procedure**

1. Parental leave may be taken in blocks of a week, unless it is taken to care for a disabled child, when it can be taken in days. The employee can take no more than four weeks’ parental leave in any year. Part of a week counts as a full week in calculating parental leave taken for that year. For example, if a full-time employee takes three days’ parental leave and then returns to work, one week is deducted from the 13-week entitlement.
2. An employee requesting parental leave is required to give the Company a minimum of 21 days’ notice, specifying start and end dates. The Company’s absence request form should be used for this purpose.
3. An employee may take parental leave if he/she has given the Company notice of an expected date of childbirth or adoption 21 days before the week in which the birth or adoption is expected.
4. The Company will agree to the request unless it would be detrimental to the business to do so, in which case the Company will seek to postpone the parental leave. A decision to postpone parental leave will be notified to the employee not more than seven days after the employee’s notice was given.
5. The Company will not seek to postpone parental leave when it has been requested to coincide with the birth or adoption of a child.
6. Parental leave will not be postponed for any more than six months from the date on which the employee requested it to start. The Company will try to agree a suitable alternative time with the employee but if this is not possible, the Company will guarantee that the employee will be able to take his/her parental leave at a time, not more than six months ahead which best fits the needs of the business and the needs of the employee. The employee will be allowed to take the postponed parental leave even if it is postponed beyond the five-year limit.

A copy of the Company’s absence request form can be found in the Company Forms section of the staff handbook.

Maternity, adoption and paternity leave

The Company will fulfil all its statutory obligations in relation to maternity, adoption and paternity leave and pay.

Employees seeking advice on their entitlement and obligations in relation to these statutory rights should contact the Administrator.

### Changes to personal details

It is important that your personal details are kept up to date in the Company’s records. If your personal details (for example surname or address) change at any point, please notify us immediately by completing the Company’s change to personal details form. This can be found in the Company Forms section of the staff handbook.

**Expenses**

The Employer will reimburse all reasonable out-of-pocket expenses incurred by the Employee during the operation of his/her day-to-day duties, subject to production, within one month, of written evidence of expenditure, where procurable. Claims should be made by completing an expenses form – available from the Administrator.

**Travel Expenses**

The gallery encourages the use of public transport wherever possible. Where an employee travels for work purposes, we will reimburse at .45p per mile on completion of the expense claim form.

We support the Active Travel scheme. If you live within 10 miles of the gallery and are able to walk or cycle here we will pay you the equivalent of the milage rate at .45p per mile.

The gallery is also signed up to the local EV Car Club.

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**Retirement policy and procedure**

The normal retirement age for employees is 65. Employees have the legal right to request to work beyond their normal retirement age and the Company is under an obligation to give serious consideration to such requests. The Company will fulfil its legal obligations with regard to retirement in accordance with the following policy and procedure:

Policy

The normal retirement age for all employees is [65]. The date of retirement will be the end of the calendar month during which the employee’s 65’th birthday falls. The Company will notify employees in writing at least six months in advance of their expected retirement date.

The Employment Equality (Age) Regulations 2006 give employees the right to request to work beyond their normal retirement date. The Company will consider any such request seriously, in accordance with the procedure set out below, basing its decision on the circumstances of each case. Employees have the right to appeal against a decision to refuse a request to continue working beyond the normal retirement date.

# **Procedure**

|  |  |
| --- | --- |
| Stages | Action |
| At least six months but no more than 12 months before the employee’s expected date of retirement | The Company will write to notify the employee of his/her expected date of retirement. The letter will inform the employee of his/her right to request to work beyond that date. |
| No later than three months but no earlier than six months before the notified retirement date | If the employee wishes to make a request to continue working beyond the notified retirement date, he/she must write to the Director. The employee must set out the reasons for the request and state whether he/she wishes to continue working indefinitely, for a specific period of time or until a specific date. |
| After an employee has submitted a written request to continue working beyond the notified retirement date | If the Company is able to agree to the request, without further discussion, details of the arrangements will be confirmed to the employee in writing.  If there is no immediate agreement, the employee will be invited to attend a meeting with the Director to discuss the matter further. The employee has the right to be accompanied at this meeting by a colleague or trade union representative. The meeting may be postponed for up to seven days if the chosen companion is unavailable on the original date. |
| After the meeting | The Company will confirm its decision to the employee in writing. If the request has been refused, the letter will confirm the employee’s right of appeal. |
| When the Company has refused a request and the employee wishes to appeal against the decision | The employee should write to the Trustees appealing against the decision and setting out the reasons for the appeal. |
| After the employee has submitted a written appeal | The employee will be invited to attend a meeting with the Director and an appointed Trustee to discuss the appeal. The employee has the right to be accompanied at this meeting by a colleague or trade union representative. The meeting may be postponed for up to seven days if the chosen companion is unavailable on the original date. |
| After the appeal meeting | The Company will confirm its decision in writing. This decision will be final. |

**Oriel Davies Gallery Trust Welsh Language Policy**

**Our Mission**

Oriel Davies connects people with art in the unique setting of rural Montgomeryshire, giving opportunity for artists from Wales and internationally to create and show art of excellence, and providing stimulating, welcoming environments where artists and audiences engage with and participate in contemporary art and culture.

**Context**

The Gallery’s immediate catchment area is Newtown, Montgomeryshire, North Powys and the surrounding villages. We have significant numbers of visitors from throughout Powys and beyond, over the Wales-England Border into Shropshire. Within a 15-mile radius of the Gallery there are areas with high proportions of Welsh speakers as identified in the Powys Local Development Plan, Topic Paper Welsh Language and Culture, December 2014. Powys County Council considers the Welsh language and its associated culture important and an integral part of community life within Powys.

Almost 73.3% of the population had no Welsh Language skills in the 2011 Census, however 16% of people in Newtown are Welsh speakers and 38% in Llanfair Caereinion. The majority of Welsh speakers in Powys are aged 3-15 (39.9%) and the Newtown and Llanllwchaiarn Community Council area showed an increase in 2011 to 15%. 18.9% of people in Powys are able to speak Welsh. This policy seeks to encourage and reflect our communities and shows the Gallery’s commitment to good practice in all areas of the Gallery’s work with the public.

**Welsh Language Policy**

We recognise our unique location near the Wales-England border. Through the inception, implementation and further development of the policy Oriel Davies aims to:

1. - provide an improved service for Welsh speakers
2. - support an explicit recognition of the bilingual nature of Wales
3. - attract Welsh-speaking staff and volunteers
4. - strengthen its relevance to potential funders and supporters

#### Principles

It is Oriel Davies’ intention to deliver an equally high standard of service in both Welsh and English. Oriel Davies will monitor the quality, implementation, and consistency of its Welsh language service.

**OUR CONTACT WITH THE PUBLIC**

**Written correspondence**

* When an individual or organisation writes to us in Welsh we reply in Welsh.
* When an individual or organisation writes to us in English we reply in English.
* If we receive a bilingual letter the member of staff can respond in the language of their choice but, where available, all information about Oriel Davies will be provided in a bilingual format.
* Our regular E-newsletter is available in Welsh and English decided at sign up.
* Emails for circulation to the public are bilingual.

**Answering the telephone**

* All calls will be answered bilingually in Welsh and English.
* Oriel Davies welcomes telephone enquiries in Welsh and English and staff should convey this to the public at every opportunity.
* If a caller wishes to speak Welsh and the staff member answering the call does not speak Welsh, he or she will explain this to the caller and offer to transfer him/her to a Welsh-speaking colleague. If no one is available, the staff member will take the caller’s details and explain that a bilingual colleague will call back as soon as possible, unless the caller is happy to continue with the conversation in English

**Meetings, presentations, seminars**

* Any public meetings will be advertised bilingually and Oriel Davies will endeavour to have bilingual staff present who will greet people and conduct business in the attendee’s language of choice.
* Visitors to Oriel Davies will have the opportunity to have conversations in Welsh or English subject to staff availability.
* Any web-based correspondence or text messages are replied to in the language of the original message.
* All meetings and events have some element of bilingualism

**Publications, branding and public identity**

* Social media posts on Facebook, Twitter and Instagram use both languages equally.
* Informal websites such as ‘blog’ sites and other forms of customer interface (for example touch screens) will, where possible, be bilingual. However, comments left by members of the public may be in Welsh or English.
* Our website is bilingual. When providing documents online, we publish both Welsh and English content at the same time, except where these are produced by another organisation and the document is unavailable in both languages.
* We will publish all materials bilingually – whether on our website or in hard copy.
* Where material is in separate Welsh and English forms, both versions will be published simultaneously. Both versions will also be distributed together, equally obtainable, displayed together, and of the same standard. Separate language corporate material will be published exceptionally but, where they are published, each version will explain that a version is available in the other language.
* Where a charge is to be made, the price of a corporate document printed in bilingual format will not be greater than a single language version of that document. When single language versions of a priced document are published, the price of the Welsh version will not be greater than that of the English version.
* Staff, consultants, website technicians and designers, and printers of our bilingual publications will be provided with guidance on how to deal with bilingual publications.

**Publicity**

* Oriel Davies Gallery will present a fully bilingual corporate identity, displaying its name (and address, where appropriate) bilingually on all logos, headed paper, business cards, identity badges, website and other corporate materials and goods.
* Oriel Davies Gallery will display its name bilingually on all signage and on all signs within those buildings where the use of language is necessary to convey information. Likewise, on all corporate materials, goods and signage, the format, size, quality, clarity, and prominence of the languages will be the same.
* All of our written or electronically transmitted material directed at the general public in Wales will be published in bilingual form, or in Welsh and in English. In all cases the format, quality, clarity, and prominence of the two languages will be the same and the two languages will be treated on a basis of equality.
* All surveys and questionnaires commissioned or generated by us will be bilingual and will be supported by bilingual material. Any associated interviews will be conducted in the language of the interviewee’s choice.
* All publicity material will normally be issued bilingually, in a way that treats the two languages on a basis of equality.
* All exhibitions mounted by us will treat the two languages on a basis of equality. Oriel Davies Gallery will encourage others to use both languages in their exhibits, demonstrations and displays.

**Adverts, Press Releases and notices**

* Oriel Davies Gallery’s public notices and recruitment advertising will appear with Welsh and English versions shown together in accordance with the Standards and be equal in terms of format, size, quality, legibility, and prominence.
* We issue media notices and media releases bilingually in a way that treats the two languages on a basis of equality.
* We will also provide spokespersons for media interviews in both Welsh and English.

**IMPLEMENTATION OF THE SCHEME**

**Staff and Trustees**

* Staff and Trustees will discuss and approve revisions of the Policy and our Annual Action Plan on a regular basis. The Board of Trustees has the authority to ensure effective implementation of the Standards internally and is committed to promoting best practice externally.
* The Board requires that Staff provide an annual update on the Welsh Language Action Plan.
* The Board will discuss and approve an annual Action Plan for the purpose of monitoring the implementation of the Welsh Language Policy.
* Staff and Board will treat Welsh and English on the basis of equality.
* Staff and Board members will have a basic knowledge of Welsh for use fulfilling Oriel Davies Gallery duties. This will include the ability to correctly pronounce Welsh names, titles etc.

**Staffing and recruitment**

* Oriel Davies Gallery will ensure that the public have access to sufficient and appropriately skilled Welsh speakers to enable those workplaces to deliver a full service through the medium of Welsh. This will be regularly reviewed and especially during organisational reviews.
* We will regularly review posts where the ability to speak Welsh is deemed ‘essential’ and those where it is ‘desirable’, to identify the level of proficiency expected in each case. Job descriptions will be formulated accordingly. This will be discussed by the Board as part of any organisational review. Copies of these reviews will be retained by the Administrator. Should no such review be planned, this will be discussed no less than biennially.
* For appointments to a post where the ability to speak Welsh is considered essential, the level of proficiency of both languages must be tested at interview, written and oral, as appropriate to the role.
* Oriel Davies Gallery will make it clear when it wishes to recruit Welsh speakers by placing advertisements for posts where Welsh is either essential or desirable in Welsh and English language newspapers. All posts will be advertised.
* We will periodically review and assess staff’s language skills and report the findings on an annual basis. This will help inform our individual Staff Learning and Development Plans.

**Team commitments**

* Oriel Davies Gallery staff who are responsible for recruiting staff will assess the organisation’s needs for Welsh-speaking staff when making appointments.
* All measures contained in our Policy will apply to all areas of our work.
* The Director has lead responsibility for the implementation and monitoring of the Policy.
* The Director and Board of Trustees are responsible for discussing and making recommendations on all Welsh language issues. A report will be delivered to the Board by the Director. This report will be produced annually and made available to the public on our website and Intranet.
* Each member of staff is responsible for implementation of the Policy within their own areas of responsibility.
* Those responsible for procuring computer systems and for computer planning will have full regard of the organisation’s need to implement the commitments in its Policy. Where existing computer systems cannot be adapted to facilitate bilingualism fully, the systems will be reviewed by the Director, who will propose measures for improving the performance of those systems regarding the Welsh language.

**Induction, training, and staff development**

* On appointment, new members of staff will be issued with copies of the Policy and a briefing on its implementation will be incorporated into staff induction procedure. Additional briefing on the History and Culture aspects of the Welsh Language will also be provided to staff.
* We encourage members of staff to learn Welsh or to improve their ability to speak Welsh. Oriel Davies Gallery will support members of staff who wish to learn Welsh by allowing reasonable time off from their duties for them to attend professional language courses and by paying the tuition fees associated with such courses. It is a key performance indicator that Oriel Davies increases the percentage of non-Welsh speaking members of staff registered as Welsh learners and this consideration is included in our individual staff Learning and Development Plans.
* We will encourage in-house support by fluent Welsh speakers to enable members of staff to improve their ability to speak Welsh.
* All staff members will have a basic understanding of Welsh for use in welcoming the public to meetings, in initial telephone greetings etc. The Administrator will coordinate training sessions.

**Translation**

(See appendix 1)

* Staff will bring all documents for translation to the attention of the Director or the Administrator. They will either approve, provide written translation, or advise to delegate to approved external translators, depending on the volume and urgency of work.
* Trustees and staff members will include a time element for translation in their work schedule when working on documents to be translated.
* When the engagement of external translating services is necessary, using translators listed in Appendix 1 will ensure that such translators are suitably qualified and able to provide a high-quality service. The Director or appointed member of staff will also proof-read and standardise their work. The following criteria will be used in assessing the services being offered:
* quality of work
* familiarity with the subject matter and the technical vocabulary used by us
* competitive prices
* guaranteed delivery times
* the use of ICT to deliver a speedy, efficient service
* confidentiality must be ensured
* the appropriate indemnity cover is secure

**MONITORING AND REPORTING**

4.1 Monitoring

* The Director is tasked with the day to day running of the Welsh Language Policy.
* The Director reviews the Policy and the Action Plan at least annually and reports to the Board of Trustees.
* Members of staff have the right to refer directly to the Board if they believe that executive staff are acting in breach of any clause or the spirit of this Welsh Language Policy.
* The Board of Trustees will measure Oriel Davies Gallery’s Welsh language provision against a number of indicators supported with quantitative data (if available) on the following:
  1. Contracted freelancers – number of people who are Welsh speakers, and bilingual speakers.
  2. Audience Facing roles – number of jobs that are filled by Welsh speakers, and bilingual speakers.
  3. Human Resources and Skills – the number and percentage of staff (Welsh speakers and learners) who have received training in Welsh. Also, the number and percentage of staff who have received language awareness training.
  4. Human Resources, Equality and Diversity – the number and percentage of staff within the organisation who can speak Welsh.
  5. Quality Service - The number of complaints received in accordance with the Council's corporate standards.
  6. Artistic diversity – the number of artists we work with who are Welsh Language or bilingual
  7. Engagement and Participation – The number of exhibitions and projects that reflect Welsh culture. The number of activities that have Welsh speakers involved. The number of workshops that are bilingual or Welsh. The number of participants who take part in Welsh activity.

4.2 Reporting

* The Director will provide the Board of Trustees and Arts Council of Wales with an annual report (covering activity within a financial year) on the implementation of the Annual Action Plan. This report will encompass the full range of our efforts as well as alert the trustees to any future developments.

4.3 Awareness of the Policy and Action Plan

* The Welsh Language Policy and Action plan will be available internally on our team’s platform
* A copy will be available on our website
* A Welsh Language specific element of the site highlighting what we do will be developed

# **Children, Young People and Vulnerable Adults Protection Policy**

**Children, Young People and Vulnerable Adults Protection Policy Statement**

Oriel Davies Gallery is committed to safeguarding the welfare of children, young people and vulnerable adults who participate in our arts activities and visit our premises. In doing so it will take account of and comply with current legislation and best practice.

**Policy Implementation**

This document is a statement of the aims and strategies for the protection of children, young people and vulnerable adults whilst they are visiting Oriel Davies Gallery and participating in Gallery arranged events, and also in undertakings organised by Oriel Davies off the Gallery’s premises.

This policy should be read in conjunction with the Gallery’s Health and Safety Policy.

**Definition of a Child**

The term “child” applies to all people under the age of 18.

**Definition of a Young Person**

In this policy, a Young Person is in the upper age of the official definition of a child. The term has no legal status – it acknowledges that people aged 16 or 17 may not think of themselves as children.

**Definition of a Vulnerable Adult**

A vulnerable adult is a person who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of themselves, or unable to protect themselves against significant harm or exploitation.

1. Oriel Davies Gallery is to provide a learning environment where all children, young people and vulnerable adults feel safe, secure, valued and respected and this applies to education and all other arts activities organised by Oriel Davies which happen both on and off the Gallery’s premises.
2. Oriel Davies Gallery staff will always ensure knowledge of and contact with the person/s with legal responsibility for the children, young people or vulnerable adults they are working with.
3. All Oriel Davies Gallery permanent staff undergo Enhanced Disclosure DBS Checks through a scheme administered by Powys County Council or a suitable alternative organisation.
4. The engagement of all Gallery staff (including self-employed freelance staff) roles which have or are likely to have direct contact with children, young people and vulnerable adults (whether paid or unpaid) is subject to:

1. Enhanced DBS check

1. Previous/employment record check
2. At least two references and proof of identity check

If these checks reveal cause for concern or if the individual reveals any convictions or cautions which give rise for concern, the Gallery Administrator will consider the appropriate action in conjunction with the Director.

Applicants will be assured that this information will be treated as confidential

All applicants will be interviewed to assess their experience of working with children

At least two references will be sought, at least one of which must comment on the applicant’s experience of paid or voluntary work with children young people, and vulnerable adults.

Paid and voluntary personnel will be conditional on the successful completion of a probationary period

Oriel Davies Gallery will ensure that another suitable staff member is always present as an additional adult when workshops or other arts activities with children, young people and vulnerable adults take place.

**5. Adopting Clear Guidelines for Staff & Volunteers**

Clear guidelines will be given to staff and volunteers which set out the steps they are expected to take to ensure the safety and welfare of children, young people and vulnerable adults they are responsible for. These guidelines will include:

A reminder of their duty to prevent abuse and guidance on what constitutes abuse

Health and safety procedures

Procedures for minimising any risks to children and vulnerable adults

Adherence to recognized good practice

All staff and volunteers who work with or have a responsibility for overseeing work with children, young people and vulnerable adults will participate in child protection training, which will include;

Awareness of abuse

Health & Safety

Skills Training

This policy will be reviewed on a regular basis and the responsibility will rest with the Oriel Davies Gallery Board of Management.

UK legislations that relate to child protection are:

The Protection of Children Act 1999

The Sex Offenders Act 1997

Part V of the Police Act, 1997

**Oriel Davies Gallery Environmental Policy and Plan 2023-2027**

**Policy Statement**

*“They will be surrounded by gardens, have abundance of space in all directions to keep the air healthy and pleasant. They will have walks and plantations before them".*

*"To obtain and preserve health in the best state to ensure happiness, pure air is necessary. It is at once obvious that large cities and extensive manufactories are not well calculated to permit pure air to be enjoyed by those who live in the one, or who are employed in the other The advantage of pure, and the disadvantage of impure air are experienced each time we breathe, and all who understand the causes of disease know that an impure atmosphere is most unfavourable to the enjoyment of health, and an efficient cause to shorten human existence within the natural life of man. It is therefore most desirable that decisive measures should be devised and generally adopted to ensure to all a pure atmosphere, in which to live during their lives”*

Robert Owen Book of the New Moral World – 1842

**Introduction**

Protecting the environment is vital for the conservation of precious natural resources and the continued health of our planet. Oriel Davies recognises its responsibility to protect the environment and is continually working to reduce the environmental impact of the work we do. This Environmental Policy and Action Plan is a working document and will be reviewed and updated at regular intervals.

The climate crisis is not about the climate alone. It involves a complex web of issues

that inextricably intersect with other environmental, social, ethical, political and justice

crises. By focusing purely on science, data and stats, this interrelation can sometimes

seem less than apparent.

We map and monitor our suppliers

We map and monitor our programmes: our approach is decolonial and reparative

We map the communities impacted by climate and environmental injustice in our

community and raise their voices

We understand our responsibility to the environment and consider the impact of our

decisions

We refuse to receive funding, collaborate and partner with polluting and extracting

companies, and including fossil fuel companies and other carbon-intensive industries,

such as industrial agriculture or mining, for example.

Sustainable development is a priority for Oriel Davies.

Alex Gordon the original architect of the Davies Memorial Gallery also collected art and was one of the foremost thinkers on sustainable architecture, delivering his paper Long Life, Loose Fit, Low Energy in 1972, in the context of the 1970s recession and the oil crisis of the time. We are faced with our own issues in the 21st Century but sustainability and efficiency remain at our core.

**KEY AIMS**

Administration, Building and Facilities Management

• Comply with all relevant environmental regulations and legislations

• Reduce our carbon footprint

• Reduce the use of non-renewable energy resources

• Monitor and evaluate energy consumption for regular analysis

• Reduce waste produced across the organisation

• Reduce, reuse and recycle goods wherever possible in all aspects of the business

• Use local suppliers and resources

• Raise staff and building user awareness through training, signage and facilities

Staff and Stakeholder Engagement

• Increase accountability by appointing a team of staff to lead on environmental issues

• Advocate for artists to consider the environmental impact of their work

• Reduce the environmental impact of travel by staff and artists

• Advocate for audiences to consider the impact of their travel to our events and provide advice and incentives to support this

Project Management and Programming work

* Ensure the projects and events we produce are as environmentally friendly as possible.
* Raise awareness and promote discussion on environmental issues through our work.
* Encourage artists to make work highlighting issues around climate change.
* Encourage partners, artists and facilitators to consider environmental impact of workshops, events and activities.

FOR FULL POLICY SEE – dropbox / Carol A / Policies /

**Emergency Plan Policy**

Contents

1. Institutional information

2. Essential services

2.1 Contact details

2.2 Control points

2.3 Site plan

3. Emergency Evacuation Procedures at Oriel Davies Gallery

3.1 Fire alarm/security threats & evacuation procedures

3.2 Key control procedures

4. Health & safety procedure during an emergency

4.1 First aid

4.2 First aid kits

4.3 Health and safety during salvage

5. Emergency response team: contact details

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7. Oriel Davies gallery - Emergency plan

7.1 Fire

7.2 Flood: Water leak from above/Rising Water

8. (Room name) Emergency plan

8.1 Fire

8.2 Flood: Water leak from above

8.3 Flood: Rising water

8.4 Priority for salvage floor plan

8.5 Salvage recovery sheet

9. (Continue to insert each room in the contents page)

10. Emergency plan: Insect and mould infestations

10.1 Insect infestation

10.2 Mould infestation

11. Emergency plan: Theft and Vandalism

11.1 Theft

11.2 Vandalism

12 Emergency plan: Security threats to your museum

13 Suppliers & contacts

14.Salvage kit

Appendix 1 Risk Assessments (separate documents)

Appendix 2. Forms (separate document)

Appendix 3. Salvage Kit List

**1. Institutional information**

**Name of institution Oriel Davies Gallery**

**Date of completion (emergency plan) May 2021**

**Date of next update of plan May 2022**

**List of locations where this plan is on file (on and off premises)**

Oriel Davies Office - The Building Manager (On premises)

Oriel Davies Gallery –Microsoft Teams General/Policies (Online)

(Off premises)

**Staff members with a copy of this emergency plan**

Steffan Jones Hughes Gallery Director

The Building Manager Building and Technical Manager

**Staff members familiar with the contents of the emergency plan**

Kate Morgan Clare Creative Producer

Carol Ainsworth Administrator

Deborah Dalton Visitor Experience Manager

Carol Naden Visitor Experience Assistant

Jane Callaghan Visitor Experience Assistant

Esme Corfield Visitor Experience Assistant

Jane Jones Visitor Experience Assistant

Lowri Edwards Visitor Experience Assistant

**Location of salvage areas**

**On Site**

Gallery 1, Gallery 2, Resource area, Meeting Room

**Offsite**

(A*dd further details such as access arrangements if appropriate*)

**2. Essential services at Oriel Davies Gallery**

**2.1 Contact details**

**Electricity**

Electrical emergency 0845 272 2424 (24 hr) Customer Ref: 600893964

Electrical supply, failure, short 0800 0520400 Customer ref:

Air conditioning & heating E.O.M(Electrical Contractors) Ltd01686 625242 T

Unit 16 Mochdre Industrial Estate01686 624626 F

Newtown, Powys SY16 4LE

eom@mid-wales.net

**GAS**

Gas emergency 0800 111999 (24 hr) Customer Ref: 600047613

If you smell gas:  
Call **Transco** (24-hour gas emergency service): 0800 111 999

Undertake the following procedures:

* **Don’t** smoke or strike matches.
* **Don’t** turn electrical switches on or off.
* **Do** put out naked flames.
* **Do** open windows and doors.
* **Do** keep people away from the affected area.
* **Do** turn the meter off at the control valve.

**Water**

Water emergency 0800 7834444 (24 hr) Customer ref:

0800 281432 (leak)

0800 0520130 (supply)

Drainage (blocked, flood) Mervyn Powell 01686 625647 T (24 hr)

70 Lon Maes-y-Coed 07976 516321

Maes-y-Dial

Newtown, SY16 1QQ

Dyno-Rod 01938 570621

**Insurance**

Insurance Lloyds of London (Hiscox Syndicate 33)

Tel:- 0207 448 6000

via Luke Mullett at CBC insurance

<Tel:-> 0207 265 5681

Policy Ref: J2200064 (Contract No. BO600/A2210068)

**Police**

Police – emergency 999

Newtown Police Station 0845 330 2000

**Fire**

Fire – emergency 999

County Fire Brigade local

(Pumping out / salvage service) 01686 626426

**Alarm**

Intruder Alarm Company ADT Contract No. 1000055127 Alarm

21262378. CCTV

Emergency/engineer 0870 600600

General enquiries 0121 255 6036

0344 800 1999

**2.2 Service control points located in the Gallery.**

**Stop cocks (water)**

Location: Boiler Room

**Gas Valve**

Location: Boiler room

**Fire alarm panel**

Location: Main Visitor Entrance (bus station side)

**Security alarm panel**

Location: Staff Exit

Fusebox / Circuit stop.

Location: Main switch in Boiler Room

Fuse boards in Boiler room

Plant room

Office storeroom

Gallery 1 store

Gallery 2 store

**2.3 Site Plan**

**Diagram, engineering drawing

Description automatically generated**

**3. Emergency Evacuation Procedures at Oriel Davies Gallery**

**3.1 Fire Alarm/Security Threats and evacuation procedures**

**For this building:**

* + When the fire alarm sounds, it is in the form of a continuous ringing siren.
  + The fire alarm is tested routinely every week before the gallery opens to the public (9 am – 10am)

**Procedures**

**On discovering a fire Security Threat:**

* + Raise the alarm by using the Break Glass call points situated around the building or dial 999. This will inform other people in the building.
  + Evacuate members of the public from the building by the nearest useable fire exit, closing doors behind you if possible, and congregate on the park side of the gallery, on the far side of the grass.
  + Do not attempt to use fire-fighting equipment (e.g., extinguishers), unless you have been specifically trained to do so and you feel confident that you can do so. Do not take personal risks.
  + Do not attempt to rescue any objects whilst leaving the building, either from display or storage areas. Salvage should only commence once the Fire Brigade have the situation under control.

**On Hearing the Fire Alarm**

Evacuate members of the public from the building by the nearest useable fire exit, closing doors behind you if possible, and congregate on the park side of the gallery, on the far side of the grass.

* A lead member of Visitor Experience staff on Front Desk must check the building is clear of visitors and staff.

Starting from: Gallery 2 – Gallery 1 – Café – Shop – Meeting Room - toilets – offices.

* A second member of visitor experience staff must take the Emergency Evacuation clipboard located at the front desk.
* A member of staff needs to monitor gallery exit doors from the park side to ensure members of the public do not enter the building.
* Once assembled with all members of the public and colleagues at the meeting point visitor experience staff must take a full staff register using the emergency.

**3.2 Key control procedures**

The following table shows the gallery keys allocated to staff.

**Gallery Entrance Keyholders**

|  |  |  |
| --- | --- | --- |
| **Name of Keyholder** | **Home Telephone** | **Mobile** |
| Steffan Jones Hughes | 0787 020 2306 | 0749 857 0217 |
| The Building Manager | 01584 841 029 | 0778 918 7591 |
| Kate Morgan-Clare | 01547 530 801 | 0781 378 6581 |
| Carol Ainsworth |  | 07389 045214 |
| Carol Naden |  | 0779 684 4210 |
| Deborah Dalton | 01686 630634 | 0787 566 7671 |
| Jane Jones |  | 0750 831 7343 |
| Esme Corfield | 01686 629630 | 0797 564 4718 |
|  |  |  |
|  |  |  |
|  |  |  |

All internal Gallery keys are kept within Key cabinets located;

Gallery Office

Gallery 1 Store

**4. Health & safety procedure during an emergency at Oriel Davies Gallery**

The person in charge must undertake dynamic risk assessments as required.

**4.1 First aid**

Staff members who are currently trained in first aid:

Kate Morgan-Clare Training Completed 17 August 2021

Job title: Creative Producer  
Work tel: 01686 625041  
Mobile tel: 07813 786581  
First aider’s home tel: 01547 530801

Deborah Dalton Training Completed 17 August 2021

Job title: Visitor Visitor Experience Manager (Venue)  
Work tel: 01686 625041  
Mobile tel: 0787 566 7671  
First aider’s home tel: 01686 630634

Carol Naden Training completed July 2021

Job title: Visitor Experience Manager (Retail)  
Work tel: 01686 625041  
Mobile tel: 0779 684 4210  
First aider’s home tel:

Level of first aid training: Last training received: Training renewal date due: 2023

Training being expanded to include further staff

**4.2 First aid kits**

First aid kits are situated in the following areas of the Gallery:

Gallery Office - Cabinets by Kitchen

Gallery one Storeroom

**In the case of an emergency, or as advised by a first aider contact the emergency services: dial 999**

**4.3 Health and Safety during Salvage**

**Electricity**

If you need to switch off your electricity supply and there is water present, get a qualified person to do it. **Do not** touch sources of electricity when standing in water. Backup lighting may need to be in place before salvage starts. The person in charge **must assess** the situation before you start salvage work.

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**Flood water**

Flood water can contain sewage, chemicals, and animal waste:

* Wear waterproof outerwear, including gloves and wellington boots.
* A face mask and goggles are advised.
* If mould is present, then the face mask must be of a grade that filters mould spores.
* Do not let flood water come into contact with open wounds or grazes: if it does, obtain an anti-tetanus injection as soon as possible if you don’t have an up to date one or are unsure.
* Always scrub and disinfect hands before eating.
* Do not work in deep or fast flowing water.
* Be aware of concealed hazards such as broken glass or slippery silt underfoot.
* Be aware of the effects of cold water over time e.g., reduced dexterity and mobility; regular breaks may be needed.

**Fire**

Fire can create dangerous environments by releasing hazardous chemicals. If you have identified these in advance, you may be able to salvage with the correct procedure and equipment.

**5. Emergency response team**

**5.1 Contact details**

**Overall Co-ordinator**

**Name: Steffan Jones Hughes**

**Home tel:**

**Mobile: 07498570217**

**Specific Responsibility in Case of Emergency:**

* Contacts insurers
* Stays in one place and is available to make decisions.
* Undertakes continuous risk assessments.
* Acts as or appoints media contact.
* Supports team leaders.
* Records events or delegates

**Deputy**

**Name: The Building Manager**

**Home tel: 01584 841 029**

**Mobile: 07789 187 591**

**Emergency Services Liaison**

**Name: Deborah /Carol A**

**Home tel:**

**Mobile:**

**Specific Responsibility in Case of Emergency:**

* Liaison with emergency services, Co-ordinator, and Salvage Co-Ordinator
* Responsible for security of site
* Responsible for control of access to the site

**Deputy**

**Name: Carol A/CarolN??**

**Mobile:**

**7. Oriel Davies Gallery - Emergency plan**

**7.1 Fire**

**Basic procedures**

**On discovering a fire:**

* Raise the alarm by using the Break Glass call points situated around the building. This will inform other people in the building.
* Do not attempt to use fire-fighting equipment (e.g., extinguishers), unless you have been specifically trained to do so and you feel confident that you can do so. Do not take personal risks.
* Make your way to a Fire Exit, closing doors behind you if possible. Go to the designated assembly point and congregate on the park side of the gallery, on the far side of the grass.
* Do not attempt to rescue any objects whilst leaving the building, either from display or storage areas. Salvage should only commence once instructed.
* The Fire Brigade will investigate the situation and inform the Emergency Services Liaison when the building is safe to enter, and by whom.

**On hearing the fire alarm:**

* Make your way to a Fire Exit, closing doors behind you if possible. Go to the designated assembly point outside and congregate on the park side of the gallery, on the far side of the grass.
* Do not attempt to rescue any objects whilst leaving the building, either from display or storage areas. Salvage should only commence once instructed.
* The Fire Brigade will investigate the situation and inform the Emergency Services Liaison when the building is safe to enter, and by whom.

**Risks to objects**

In the event of a fire, objects are at risk from the following:

* Being completely destroyed
* Being partially burnt
* Suffering from soot deposits
* Being water damaged from the firefighting.

Water damage resulting from firefighting:

• Assess the objects that are most at risk / badly damaged. Take into consideration any that are on the Priority for salvage floor plan **page18image30770688**

**Where are you going to move objects to? (i.e., treatment areas to assess their condition):**

Either of the following:

* Meeting room(onto floor or table, both to be padded with blankets or foam, then covered in tissue if objects are dry OR blankets or foam and polythene if objects are damp/wet).
* Gallery 1 or 2 if undamaged(onto floor or table, both to be padded with blankets or foam, then covered in tissue if objects are dry OR blankets or foam and polythene if objects are damp/wet).

*(Think about any local authority, other museum, friends, or neighbour’s buildings that you may be able to arrange to use in the event of a major emergency where you need to move collections off site)*

IMPORTANT: dry objects must be kept away from damp/wet objects. This needs to be assessed as objects are taken to treatment areas. Ideally there should be two areas: dry treatment area and damp/wet treatment area.

• Prepare treatment areas before objects are moved.

What do you need to move the objects?

* Security screw drivers/ display case keys. Cases should remain closed until you are ready to remove the objects.
* Latex/ nitrile gloves should be worn at all times when handling objects.
* Scalpel/small scissors (to remove objects that are tied onto mounts).

Do all objects need to be removed from mounts or can they be moved as they are?

* Trolleys for moving boxes/crates.
* Storage boxes/ crates for moving smaller objects. If there are not enough, objects will have to be unpacked at the treatment area and the boxes re-used.

IMPORTANT: Wet/ damp organic materials (e.g., wood, leather, paper, textile) are at risk from mould growth. Objects should be air-dried within 48 hours to prevent mould growth. If there is a large volume of materials that cannot be dried within this time, undertake freezing (not suitable for all materials). Contact a conservator (as recommended on your contacts list) who will advise on this.

Follow the salvage notes for materials in this emergency pack, to see how materials should be treated after an emergency. Some materials require slow drying, as quick drying could cause serious damage. **page19image30601600page19image30602176page19image30603904**

**Smoke damage:**

* Ensure that a Conservator removes any soot as soon as possible as it is acidic.
* loose soot: remove carefully with a conservation vacuum (do not use a normal domestic vacuum cleaner), used at a lower suction power (fitted with gauze on the nozzle).
* ingrained soot: attempt to use a soot sponge (under the supervision of a conservator).
* If the object is wet: rinse with clear water.
* If objects are dry: send to the dry object treatment area. If damp / wet, send to the relevant treatment area.
* A conservator will advise on further treatments. Documentation during salvage:
* Keeping track of objects as they move is very important.
* Use the Recovery Sheet to record basic information about each object.
* Labelling objects will help identify them.
* Digital photos can be taken to aid identification.
* Keep any detached labels with the objects (if possible). Paper labels can be tied to objects whilst they are in the treatment areas.

**Salvage notes**

Air-drying:

* Can be undertaken with objects laid out over an area.
* Bread crates (stackable) can be used to lay objects in, as they allow air to circulate.
* A wind-tunnel can be created to aid drying but is not for use with objects that require slow air-drying. For example, polythene sheets can be draped over tables and the objects laid out beneath the table. A fan can be placed underneath the table at one end, but the air must not directly blow onto any objects. Objects that require quicker drying can be placed nearer the fan.

**Dehumidifiers:**

* Can be used in rooms to help dry out rooms that have been damaged by flooding (or are water damaged after a fire).
* If used, the doors and windows of that room must be closed.
* The dehumidifier(s) must be plumbed in/or be emptied regularly but they must not collect the water in open containers, as the moisture will just be recycled back into the room.
* Monitor the rate of drying, as drying too quickly can cause damage.

DO NOT ADD HEAT DUE TO INCREASED RISK OF MOULD GROWTH SEE NEXT SECTION FOR: SALVAGE NOTES ON SPECIFIC MATERIALS

**Salvage notes**

* If objects are dry: keep them away from any damp/wet objects.
* If objects are damp/ wet: contact your Museums Development Officer who can provide you with the details of a Conservator, who will be able to advise you (if he/she has not been involved in the salvage).

*Please refer to appendix 4 for salvage notes on different materials. The materials relating to this room / area can be copied from that document and pasted into this section.*

**Mould**

Mould can grow in less than 48 hours, which is why objects should be air- dried or frozen (if suitable) within this time.

It is not possible to identify a mould and whether it is harmful without laboratory testing, so it is safer to treat all mould as if it were harmful. The effects of breathing in mould spores over time are cumulative and can lead to health problems in later life. Always take precautions when mould is present.

* Wear nitrile / latex gloves when handling objects.
* Wear a facemask that is suitable for use with mould spores and particulates.

**Stopping mould growth:**

* Reduce humidity: Mould can form at 65% relative humidity (RH) if there is poor ventilation. At 70-75% RH and above, mould will grow and remain active. Use cold air fans to increase ventilation.
* Do not turn up the heat: This will make it grow faster.
* Dry or freeze wet collections: This will not kill the mould, but it will stop it growing until it can undergo conservation (not all objects can be frozen; check the materials list in this plan or ask the advice of a conservator).
* Do not use bleach or domestic products: These will cause additional damage and will not keep the mould from recurring.

7. **Oriel Davies Emergency plan**

**7.2 Flood**

**Water leak from above/ Rising water.**

**Basic procedures**

On discovering a flood/water leak, speak to *(The Building Manager)*, who will isolate water mains or stop the ingress of water.

**Water leak (from above):**

If water is dripping onto display cases: • Assess the severity of the leak.

And do **either** of the following:

* **Protect (cover) the case** with a large sheet of polythene and ensure that the water does not pool near the case base.
* **Remove the object(s)** from the case **but** you must have all the equipment needed to hand **before** removing the case lid / opening the door of the case.

**Rising water:**

* Assess the severity of the flood:
* How deep is the water?
* Is the water level still rising? If so, how fast?

**If objects need to be moved:**

* Are some objects more at risk than others? (i.e., on a lower shelf or nearer the source of the leak)
* Are any of the objects at risk/affected on the **Priority for salvage floor plan**?

**Where are you going to move objects to? (Treatment areas to assess their condition):**

**Either** of the following:

* Meeting Room(onto floor or a table, which should be padded with blankets or foam, covered with acid-free tissue if objects are dry OR blankets and polythene if objects are damp/wet). Cordon off area, so people coming into room are kept away from objects.
* Gallery 1 or 2 (onto floor or a table, which should be padded with blankets or foam, covered with acid-free tissue if objects are dry OR blankets and polythene if objects are damp/wet). Cordon off area, so people coming into room are kept away from objects.

*(Think about any local authority, other museum, friends, or neighbour’s buildings that you may be able to arrange to use in the event of a major emergency where you need to move collections off site)*

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**IMPORTANT:** dry objects must be kept away from damp/wet objects. This needs to be assessed as objects are taken to treatment areas. **Ideally** there should be two areas: dry treatment area **and** damp/wet treatment area.

• Prepare treatment areas **before** objects are removed from cases.

**What do you need to move the objects?**

* **Security screw drivers/ display case keys Important**: case lids to be left on/ doors to remain closed until objects are ready to be removed.
* **Latex/ nitrile gloves** to be worn when handling objects.
* **Scalpel/ small scissors** (to remove objects that are tied onto mounts).

Do all objects need to be removed from mounts or can they be moved safely still attached to the mounts.

* **Trolleys** for moving boxes/ crates.
* **Boxes/ crates** for moving smaller objects. If there are not enough,

objects will have to be unpacked at the treatment area and the boxes re-used.

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**Salvage notes**

**Air-drying:**

* Can be undertaken with objects laid out over an area.
* **Bread crates** (stackable) can be used to lay objects in, as they allow air to circulate.
* A **wind-tunnel** can be created to aid drying **but** is not for use with objects that require slow air-drying. For example, polythene sheets can be draped over tables and the objects laid out beneath the table. A fan can be placed underneath the table at one end, **but** the air must not directly blow onto any objects. Objects that require quicker drying can be placed nearer the fan.

**Dehumidifiers:**

* Can be used in rooms to help dry out rooms that have been damaged by flooding (or are water damaged after a fire).
* If used, the doors and windows of that room must be closed.
* The dehumidifier(s) must be plumbed in/or be emptied regularly **but**

they must not collect the water in open containers, as the moisture will just be recycled back into the room.

**DO NOT ADD HEAT DUE TO INCREASED RISK OF MOULD GROWTH SEE NEXT SECTION FOR: SALVAGE NOTES (materials)**

**Salvage notes**

* If objects are **dry:** keep them away from any damp/ wet objects.
* If objects are **damp/ wet:** contact your museums development Officer who can provide you with the details of a Conservator, who will be able to advise you (if he/she has not been involved in the salvage)

**SEE FOLLOWING SECTION FOR ADVICE ON MOULD**

**Mould**

Mould can grow in less than **48 hours**, which is why objects should be air- dried or frozen (if suitable) within this time.

It is not possible to identify a mould and whether it is harmful without laboratory testing, so it is safer to treat all mould as if it were harmful. The effects of breathing in mould spores over time are cumulative and can lead to health problems in later life. Always take precautions when mould is present.

* Wear **nitrile / latex gloves** when handling objects.
* Wear a **facemask** that is suitable for use with mould spores and

particulates.

**Stopping mould growth:**

* **Reduce humidity:** Mould can form at 65% relative humidity (RH) if there is poor ventilation. At 70-75% RH and above, mould will grow and remain active. **Use cold air fans to increase ventilation**.
* **Do not turn up the heat:** This will make it grow faster.
* **Dry or freeze wet collections:** This will not kill the mould, but it will stop it growing until it can undergo conservation (not all objects can be frozen; check the materials list in this plan or ask the advice of a conservator).
* **Do not use bleach or domestic products:** These will cause additional damage and will not keep the mould from recurring.

**8. Emergency plan**

**(**Complete a separate emergency plan for each individual room using the headings below and the relevant information from each section of Chapter 7)

8.1 Fire  
8.2 Flood (water leak from above)

8.3 Flood (rising water)  
8.4 Priority for salvage floor plan

8.5 Salvage recovery sheet

**9. Emergency plan**

***(Complete a separate emergency plan for each individual room using the headings below and relevant information from each section of Chapter 7)***

**9.1 Fire  
9.2 Flood (water leak from above)**

**9.3 Flood (rising water)  
9.4 Priority for salvage floor plan**

**9.5 Salvage recovery sheet**

10. Emergency Plan: Insect and mould infestations

**10.1 Insect infestation (actual or suspected)**

**Basic procedures**

On discovering a suspected or actual insect infestation in your collections, follow these procedures. Isolate the affected object(s) from the rest of the collection; if the object is on loan to your institution or does not belong to your Gallery, contact the lender or owner **before** any further treatment is undertaken.

**Suspected insect infestation**

These guidelines are to be used if evidence of insects has been found on or around the object, such as moth cases or woolly bear skins, and / or there is damage to the object itself, but it is uncertain if it is fresh.

Isolate the object(s), suspected as having a problem, from others around them. This will:

* Prevent any potential infestation from spreading.
* Allow you to monitor the object to see if an infestation is present.

**To isolate objects:**

* **Smaller objects:** 
  1. Place individual objects inside a polyethylene bag, squeeze out as much air as possible and seal up the opening of the bag with parcel tape.
  2. Label the bag with the object details (name and object number), the date of when it was placed in the bag and a sign saying, ‘Do not open- monitoring for insect infestation’.
* **Larger objects (too large to be placed in a bag):** 
  1. Place each object on a large sheet of polyethylene and ‘wrap’ the object, so that it is completely enclosed and seal with parcel tape. Ensure that the edges of the polyethylene are folded over several times before they are securely taped. Try to remove as much air as possible from the package.
  2. Label the package with the object details (name and object number), the date of when it was placed in the package and a sign saying, ‘Do not open- monitoring for insect infestation’.

Monitor the object. If there are signs of an active infestation contact your Gallery director, who will be able to advise you on treating the object.

**Actual insect infestation**

These guidelines are to be used if insects have been found on the object or fresh damage is seen.

Isolate the object(s) from others around them. This will:

• Prevent the infestation from spreading

**To isolate objects:**

* **Smaller objects:** 
  1. Place individual objects inside a polyethylene bag, squeeze out as much air as possible and seal up the opening of the bag with parcel tape.
  2. Label the bag with the object details (name and object number),

the date of when it was placed in the bag and a sign saying, ‘Do not open- insect infestation’.

* **Larger objects (too large to be placed in a bag):** 
  1. Place each object on a large sheet of polyethylene and ‘wrap’ the object, so that it is completely enclosed and sealed with parcel tape. Ensure that the edges of the polyethylene are folded over several times before they are securely taped. Try to remove as much air as possible from the package.
  2. Label the package with the object details (name and object number), the date of when it was placed in the package and a sign saying, ‘Do not open- insect infestation’.

Contact your Gallery Director, who will be able to advise you on treating the object.

**10.2 Mould Infestation**

**Basic procedures**

On discovering a mould infestation in your collections, follow these procedures. Isolate the affected object(s) from the rest of the collection; if the object is on loan to your institution or does not belong to your museum, contact the lender or owner **before** any further treatment is undertaken.

**Checking for mould**

* Wear **nitrile / latex gloves** when handling objects. Wear a **facemask** that is suitable for use with mould spores and particulates.
* Check if the material feels damp and/or there is a mouldy smell.
* In the early stages of growth, mould appears as a **fine web of filaments** (hyphae), often easily confused with dust, dirt, and cobwebs.

This is a general rule, but there are exceptions.

* In the later stages, mould develops a **bushy appearance**, and fruiting bodies containing spores can be seen under magnification. This is a general rule, but there are exceptions.

**Testing for mould**

* Brush the mould with a fine natural hairbrush (not a brush with synthetic bristles) to see if the mould is **dormant (dry and powdery) or active (soft and smeary)**. Active mould will continue to grow and damage collections. This is a general rule, but there are exceptions.
* Dormant mould will cause no further damage **unless** relative **humidity increases to 70-75% or more**, when spores germinate, and mould becomes active. This is a general rule, but there are exceptions.
* Foxing on paper can be confused with mould. Foxing involves various agents of bio-deterioration, including mould. It appears as **red-brown stains** in discrete spots or irregular splotches, usually with no visible hyphae or mould structure. It appears in susceptible papers exposed to high relative humidity.

**Mould infestation**

These guidelines are to be used if evidence of mould has been found on or around the object.

Isolate the object(s) from others around them. This will:

• Prevent any infestation from spreading

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**To isolate objects:**

* **Smaller objects:** 
  1. Wear nitrile/latex gloves when handling objects with a mould

infestation. Also wear a facemask, which is suitable for mould spores and particulates.

* 1. Place individual objects inside a polyethylene bag, squeeze out as much air as possible and seal up the opening of the bag with parcel tape.
  2. Label the bag with the object details (name and object number), the date of when it was placed in the bag and a sign saying, ‘Do not open- mould infestation’.
  3. Place somewhere cool. The object should not remain in the bag for a long time as this will encourage further mould growth and damage, so contact your Museum Development Officer or conservator as soon as possible.
* **Larger objects (too large to be placed in a bag):** 
  1. Wear nitrile/latex gloves when handling objects with a mould infestation. Also wear a facemask, which is suitable for mould spores and particulates.
  2. Place each object on a large sheet of polyethylene and ‘wrap’ the object, so that it is completely enclosed and sealed with parcel tape. Ensure that the edges of the polyethylene are folded over several times before they are securely taped. Try to remove as much air as possible from the package.
  3. Label the package with the object details (name and object number), the date of when it was placed in the package and a sign saying, ‘Do not open- mould infestation’.
  4. Place somewhere cool. The object should not remain in the bag for a long time as this will encourage further mould growth and damage, so contact your Museum Development Officer or conservator as soon as possible.

**Stopping mould growth**

* **Reduce humidity**: Mould can form at 65% relative humidity (RH) if there is poor ventilation. At 70-75% RH and above, mould will grow and remain active.
* **Do not turn up the heat**. This will make it grow faster.
* **Dry or freeze wet collections**. This will not kill the mould, but it will stop it growing until it can undergo conservation (not all objects can be frozen; check the materials list in this plan or ask the advice of a conservator).
* **Do not use bleach or domestic products**. These will cause additional damage and will not keep the mould from recurring.

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**11. Emergency Plan: Theft/Vandalism**

**11.1 Theft**

**Theft from Gallery collection**

**If theft is currently occurring dial 999**

**When you suspect an object has been stolen:**

* Report the loss to the person in charge of security at your Gallery; they should then report this to the head of the gallery.
* The head of the museum should contact the staff from different departments / sections of the gallery, to ensure that the object has not been removed from its usual position for another reason (such as conservation treatment etc).

**If it is determined that the object has been stolen:**

* The head of the museum must call the **local Police** *(*to report the incident.
* Do not move anything from the area until the police have been to the gallery.
* Telephone your insurers to inform them of the loss. page42image29572288

**Insurance company:** Lloyds of London (Hiscox Syndicate 33)

Tel:- 0207 448 6000 via Luke Mullett at CBC insurance <Tel:-> 0207 265 5681

Policy Ref: J2200064 (Contract No. BO600/A2210068)

• If the object is on loan to your gallery or does not belong to the museum, contact the lenders to tell them of the situation.

**To help with enquiries:**

* Provide any photographs of the object to aid identification; also provide dimensions and any other information that you think is relevant.
* Provide the Police with CCTV footage, if possible.

**If the building has been damaged by the thief:**

• Make the building secure temporarily, until proper repairs can be undertaken.

**11.2 Vandalism /Security Threat**

**Vandalism/Security Threat of Gallery Building and Exhibition**

**If vandalism is currently occurring:**

**Press the ‘Panic Button?’**

Alarm activation immediate police notification

or

**dial 999**

**Exhibitions**

**Staff/Volunteers invigilating in exhibition space.**

Report any suspicious behaviour to staff in charge for support and guidance.

Please be vigilant for any suspicious behaviour in light of Just Stop Oil (JSO) attacks on artworks in galleries.

* Alert desk staff immediately if vandalism occurs or security threat to artwork.
* Desk to press panic button.
* General public to be evacuated safely where possible.
* Doors to galleries set to closed.
* Staff to await arrival of the police.

**When you notice that vandalism has occurred:**

* Report the damage to the person in charge at the gallery, who should then contact the director.
* The director/person in charge should call the **local Police (0845 330 2000 or 101)**to report the incident.
* Telephone your insurers to inform them of the damage.

**To help with enquiries:**

* Provide the Police with CCTV footage, if possible
* Contact a conservator and arrange for them to assess the condition of the object.
* Do not move the object until the Police have been to the gallery.

**Building:**

When you notice that vandalism has occurred:

* Report the damage to the person in charge at the gallery.
* Call the **local Police (0845 330 2000 or 101***)* to report the incident.
* If relevant, telephone your insurers to inform them of the damage.
* Provide the Police with CCTV footage, if possible.

**Insurance company:** Lloyds of London (Hiscox Syndicate 33)

Tel:- 0207 448 6000 via Luke Mullett at CBC insurance <Tel:-> 0207 265 5681

Policy Ref: J2200064 (Contract No. BO600/A2210068)

**To help with enquiries:**

* Provide the Police with CCTV footage, if possible.

**If the building has been damaged by the vandal(s):**

* Make the building secure temporarily, until proper repairs can be undertaken.

**12. Emergency Plan: Security Threats**

12.1 Security threats to your gallery

**These security threats could include the following:**

* A threatening call directly to the building
* A threatening call received elsewhere and notified to you by the police.
* The discovery of a suspicious item in the building
* The discovery of a suspicious item or vehicle outside your building
* The discovery of a suspicious item elsewhere notified to you by neighbours or the Police.

The decision to evacuate your building will usually be undertaken by the gallery concerned, but the Police will also advise you.

**The evacuation procedures for this situation will differ to those required for a fire:**

* Your assembly point needs to be much further away than that for a fire, at least 500 metres from the building (**but** car parks should not be used).
* Your evacuation route will have to be flexible, depending on where the threat is.

**You can minimise the risks of these threats by undertaking the following:**

* + Consider displaying notices for staff and visitors, reminding them not to leave bags or personal belongings unattended.
  + Think about anything in your buildings or exhibitions that may cause offence or be controversial to some people.

**Basic Procedures**

**Evacuation - Security Threat:**

* Security threat discovered or reported.
* The senior member of gallery staff, on the day, will contact the Police on 999 for advice.
* Raise the alarm by using the break Glass call points situated around the building.
* Evacuate members of the public from the building by the nearest useable fire exit, closing doors behind you if possible, and congregate on the park side of the gallery, on the far side of the grass.
* A lead member of Visitor Experience staff must check the building is clear of visitors and staff starting from:

Gallery 2 – Gallery 1 – Café – Shop – Meeting room - toilets – offices

* Once assembled with all members of the public and colleagues at the meeting point Visitor Experience staff must take a full staff register.
* A second member of staff needs to monitor the bus station side door to ensure members of the public do not enter the building.
* Do not attempt to rescue any objects whilst leaving the building, either from display or storage areas. Salvage should only commence once the Fire Brigade have the situation under control.

**13. Suppliers & contacts**

**Building Maintenance / Repairs**

**Builders**

General builder Ian Sneade & Son, 01686 640295

Trwstlewelyn, Garthmyl

Roof repairer Shrewsbury Roofing Ltd 01952 588602 T

Unit B4, Halesfield 5, Telford 01952 587070 F

TF7 4QJ

syroofing@aol.com

**Plumbers**

Plumber MAS/Elm Wales Ltd 01686 623322 T

Unit L Mochdre Enterprise Park 01686 622531 F

Newtown, Powys SY16 4LE

**Electricians**

Electrician E.O.M, (Electrical Contractors) Ltd 01686 625242 T

Unit 16 Mochdre Industrial Estate 01686 624626 F

Newtown, Powys SY16 4LE eom@mid-wales.net

**Builders Merchants Conservation Organisations**

* Drying equipment
* Freeze-drying companies

**Conservators**

* For specific materials relevant to your collections
* Local and specialists further afield

**Conservation & Salvage Supplies**

* Crate Hire
* Dehumidifier suppliers
* Demolition Companies

**Drain Cleaning Essential Services**

Drainage (blocked, flood) Mervyn Powell 01686 625647 T (24 hr)

70 Lon Maes-y-Coed 07976 516321 M

Maes-y-Dial

Newtown, SY16 1QQ

Dyno-Rod 01938 570621

County Fire Brigade (Pumping out / salvage service) 01686 626426

* Electricity company

Electrical supply, failure, short 0800 0520400

* Gas company
* Water company
* Telephone company
* Security company / intruder alarms

**Fans**  
**Glass Replacement Companies**

**Industrial Cleaning Equipment**

**Insurance Company Locksmiths**

**Portable Radio Hire Companies**

**Pump Hire**

**Removal Companies**

Removal & Secure Storage Woodhouse Storage, Newtown 01686 626475

Contact - Anne Woodhouse

**Safety / Protective Clothing Skip Hire**

**Temporary Accommodation / Storage**

* Local schools, town or village halls, sports centres
* Marquee hire
* Commercial estate / letting agents.

**Tool Hire**  
**Vacuum Cleaners (Wet and Dry) 24-hour Plant Hire**

Tool/Plant hire George Yapp, Newtown 01686 629949

**Other Essential services**

Air conditioning & heating E.O.M, (Electrical Contractors) Ltd 01686 625242 T

Unit 16 Mochdre Industrial Estate 01686 624626 F

Newtown, Powys SY16 4LEeom@mid-wales.net

Health & Safety Health & Safety Officer,

Powys County Council, Welshpool

01938 552828

Insurance Lloyds of London (Hiscox Syndicate 33)

Tel:- 0207 448 6000 via Luke Mullett at CBC insurance <Tel:-> 0207 265 5681

Policy Ref: J2200064 (Contract No. BO600/A2210068) 821188

General buildings issues Architect, Burgess Partnership 01686 626801

Ladywell House, Newtown

Glazier/Boarding-up Henry Powells Glass 01686 640404

Newtown

Specialist glazing NTS Ltd, Gainsford Drive 0121 013814

Halesowen Ind. Park

Halesowen B62 8BQ

Locksmith Owen & Owen, Newtown 01686 625227 T

080267 76055 M

Emergency lighting E.O.M, (Electrical Contractors) Ltd 01686 625242

Unit 16 Mochdre Industrial Estate

Newtown, Powys SY16 4LE

Roof repairer Shrewsbury Roofing Ltd 01952 588602 T

Unit B4, Halesfield 5, Telford 01952 587070 F

TF7 4QJ

syroofing@aol.com

General builder. Ian Sneade & Son, 01686 640295

Trwstlewelyn, Garthmyl

Powys SY16 6SE

Pest control Pest Control Officer, 01938 5528282

Powys County Council

Van Hire Pritchards Shrewsbury 01743 365612 Practical Van Hire, Newtown 01686 627070

Steve Jones, Newtown 01686 625422

Packing containers Woodhouse Storage, Newtown 01686 626475

Contact - Anne Woodhouse

**14. Salvage kit**

A salvage kit is a selection of equipment and materials that are stored (preferably **not** in your main museum building) for use in an emergency (however small or large). The contents should reflect the greatest risks identified by the risk assessment exercise. It should be easily accessible 24 hours a day, though kept in a secure area so that equipment cannot be taken from it and not replaced.

**Location of salvage kit**

**Gallery 1 Store**

**Person responsible for upkeep of kit**

**Name: The Building Manager**

**Daytime tel: Home tel: Mobile:**

**Date last checked.**

**Date:**  
**Items needing replacing? Objects replaced when?:**

**Date next due**

**Date:** 1 year from above date

occurs you will save valuable time and reduce stress.

**Appendix 1 Risk Assessments – separate documents**

Emergency planning should aim to prevent emergencies occurring, and when they do occur, should reduce, control, or mitigate the effects of the emergency. Emergency planning should be viewed as part of a cycle of activities beginning with risk assessment. This will highlight what you can do to reduce the likelihood of an emergency occurring and inform the priorities for the plan. Both risk assessments and the plan need to be reviewed and updated, continuing the cycle.

• Review history of incidents / emergencies in the museum or locality.  
The following table may be useful.  
• Identify all risks to the museum site, building and collection.  
For example flooding from river or sea, leaks from roof valleys, fire from faults in old wiring, infestation from food sources.

• Rate risks according to probability and impact.  
The higher the probability of something happening and the greater the impact, then the more urgent it is to deal with the risk.  
• Prepare an action plan to remove or reduce risks.  
Deal with risks that need little time or money, and plan when and how to deal with those that need more resources.  
• Use the information to inform your emergency plan.

Choose relevant equipment and materials for the salvage kit.

**Appendix 2 Forms – separate documents**

**Appendix 3**

Salvage kit contents

The contents of a salvage kit need to reflect the most likely emergencies at the institution. Contents can be built up over time. Some contents will have a shelf life and need replacing periodically. The following lists are suggestions, and you will need to prioritise and think about any other site-specific items that you may need.

**Container for kit**

Needs to be easily movable; may need more than one crate to reduce weight. Wheelie bins, wheeled plastic crates and toolboxes have been used with success. It could contain a separate first aid kit.

**Wet recovery materials**

Mop  
Bucket (square ones better for scooping up water)  
Dustpan  
Brush  
Absorbent materials (e.g. squeegees, booms, plain newsprint, no-dye paper towels, kitchen roll, blotting paper)  
Plastic trays and crates

**Recording materials**

Salvage recovery sheet Clipboard  
Pencils  
Waterproof pens Notebook

Waterproof (Tyvek) labels String  
Scissors

**Tools and equipment**

Torch (windup or with spare batteries) Extension lead  
Screwdrivers  
Stanley knife

Parcel tape Claw hammer Pliers  
Crowbar Holepunch Webbing Tape Carrying straps

**Materials**

Polythene sheeting

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Bubble wrap Acid free tissue Plastazote Dust sheets Fire blankets Freezer bags Bin bags

**Protective clothing**

Waterproof coveralls Gloves (variety) Goggles  
Masks

Wellington boots  
Hard Hats  
Hi viz waistcoats with i.d.

**Mental Health Awareness Strategy**

(In Progress due July 2023)