

# National Museum of the Royal Navy

## Code of conduct

### Corporate and special events at Portsmouth and Gosport sites

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#### Introduction

The National Museum of the Royal Navy's (NMRN) vision is to become the world's most inspiring naval museum and our mission is to inspire learning, enjoyment and engagement with the story of the Royal Navy and its impact in shaping the modern world.

The code of conduct is designed to ensure that contracted caterers and suppliers understand and meet the National Museum of The Royal Navy's standards regarding behaviours, customer care and service delivery.

#### 1. Behaviours

- Behave professionally, honestly and act with integrity when working at our sites. Be an excellent ambassador for your company/organisation.
- Being respectful, fair and considerate in dealing with all clients and guests. Know your product and answer questions politely.
- Treating all members of staff and other contactors/suppliers with professionalism and respect and vice versa.
- Always treat colleagues, visitors, users and stakeholders with dignity, respect and professionalism.
- Never discriminate against or harass anyone in any way.

- Never compromise the dignity of another person.
- Maintaining high standards of dress and personal hygiene whilst contracted to work at our sites. Dress as follows:
- Smart trousers or skirt below the knee dark in colour (no denim, leggings or PU)
- Ironed, clean white shirt, apron, blazer or waistcoat. Can be branded with a company logo.
- Suitable clean footwear (no trainers, sandals, stilettos or flip flops).
- Long hair should be tied or clipped back.
- Hands and fingernails should be clean.
- Any member of your team who arrives inappropriately dressed or turned out will be asked to leave by the Events Manager.

## **2. Service Delivery**

- Excellence in customer care and service by ensuring clients have an amazing experience. Their experience within our unique locations and venues across Portsmouth and Gosport should exceed all expectations. Work collaboratively with us and our other suppliers to achieve engaging experiences within our unique venues.
- Never make our clients feel like you want them to leave by prematurely clearing down, removing table cloths or rushing clients to finish eating or drinking. It is unacceptable for contractors to pack away or leave in the middle of an event unless been pre-authorized by the Event Manager.
- Deal with problems and complaints immediately in a friendly, accommodating manner. We will work closely with you to resolve any issues with clients.
- Value our client's opinions. We expect our suppliers to seek feedback from clients and forward this to The Lead Events Manager at NMRN via email to be discussed at our meetings. We will also share feedback with the contracted caterer. We have questions embedded within our feedback which relates to the catering and we will share this and the KPI with the contracted caterer.
- Attend the Event brief prior to the event, delivered by the NMRN Events Manager
- The NMRN Events Manager will share our function sheet prior the event.

## **3. Compliance, Health and Safety**

- The safety of our staff, visitors and users is paramount. You must adhere to all health and safety instructions and guidelines issued, which include safe working practices and the use of Personal Protective Equipment (PPE). Failure to follow health and safety standards can put you, your colleagues and visitors at risk, which could lead to accidents and injuries as well as potential claims.
- It is your responsibility to make sure you understand your responsibilities in relation to health and safety at work.
- Protect and engage all personnel in safe working practices. We will provide a venue hire risk assessment for all suppliers and contractors pre-event. Contractors are responsible for providing job specific risk assessments to their staff and it is to made available at The Event Managers request.

- Ensure all work environments and equipment are safe and compliant. We will ensure all in-house equipment is compliant and PAT tested.
- Monitoring Health and Safety compliance. Ensure your own equipment is serviceable, compliant and PAT tested.
- Report any near misses and incidents/accidents, including any slips, trips and falls.
- Ensuring the competence of staff to undertake their role safely. Ensure your staff have received any in-house training, including mandatory evacuation training for HMS WARRIOR/VICTORY every 12 months. That all staff have read the venue hire risk assessment, especially where there is uneven flooring and low beams (HMS VICTORY)
- Provide personnel with anti-slip footwear and correct PPE.
- You may come into contact with confidential information relating to the NMRN, visitors, users or staff. Personal information relating to visitors, users and staff falls under the protection of the Data Protection Act and General Data Protection Regulations (GDPR), and breach of these requirements can lead to legal proceedings. Confidential information must only be viewed on a need to know basis. Staff with access to systems that contain confidential information must not abuse their access rights at any time. A copy of our data protection policy will be provided.

#### 4. Equipment

- Ensure all NMRN owned equipment is used correctly, we will deliver any required training on unfamiliar equipment.
- Any damages to NMRN equipment must be reported to the Event Manager. Any breakages or damage will be paid for by the contracted caterer if they are at fault.
- All on site equipment must be cleaned down and disinfected post event.
- Without direct supervision, only use equipment you have been trained to operate
- Please leave all equipment as found ensuring equipment is fully charged. Any wilful damage caused to NMRN equipment will be billed to the contracted caterer if at fault.
- No equipment or furniture should be moved from its location without consent of the Event Manager.
- Any equipment that the caterer brings on site must be PAT tested, fit for purpose and hygienically clean.
- If you are issued with a security pass (personal and/or vehicle) you must ensure this is displayed or removed from display, as required. All lost/stolen security passes should be reported the issuing office immediately for security purposes

#### 5. Heritage

- Great care and the upmost respect must be shown towards all venue spaces including their historic fabric, the items within them and the wider dockyard.
- Contracted caterers will be briefed and must follow instruction from the Event Managers on measures to protect the historic nature of our venues. We will contact

you prior to an event and also in some cases will provide specific information from our conservators.

- All damage must be reported to The Events Manager in the first instance. All damage must be paid for if the fault of the contractor.
- No naked flames, sky lanterns or fireworks are to be used within the venue spaces
- Smoking and vaping is not authorised within the venues or public areas of the wider dockyard. The Event Manager will brief you accordingly on the location of smoking areas.
- We will identify artefacts and collection items that require extra protection or removal prior to the event set up.
- Food and drink should only be prepared and served in designated areas which will be identified prior to the set-up of the event depending on location.

## **6. Safeguarding**

- You must ensure the safety and welfare of children and vulnerable adults.
- If during the course of your work you have direct or indirect contact with children or vulnerable adults, or have access to information about them, you have a responsibility to safeguard and promote the welfare of children and vulnerable adults.