

# 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.
- Be respectful, fair and considerate in dealing with all clients and guests. Know your product and answer questions politely.
- Treat 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.
- Maintain 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.
- We (NMRN) reserve the right to exclude or eject any persons whose behaviour or appearance are considered objectionable, disruptive or otherwise unacceptable including any Suppliers or persons engaged by the Supplier to perform any other duties at the venues. You shall in all ways co-operate to ensure compliance with our requirements.

## **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.
- A Manager from your organisation will remain on site until all relevant staff, subcontractors and equipment have left the premises unless pre-authorised by the NMRN Events 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 you. 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 Briefing 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. You must submit event-specific completed risk assessments specific to your activity no less than 2 weeks prior to the event to the NMRN Events Department and ensure that these are in-line with NMRN Health & Safety guidelines.
- Protect and engage all personnel in safe working practices. We will provide a venue risk assessment for all suppliers and contractors pre-event. It is your responsibility to ensure that your staff are briefed about risks, rules and regulations prior to an event.
- Ensure all work environments are safe and compliant.
- You will ensure that all gangways, exists, entrances and corridors are kept free from obstruction and fire exits are clearly visible at all times. You will further ensure that all furniture bought on site does not impede or hinder speedy access and egress from the areas used for the Event in case of emergency.
- You will ensure that your personnel are familiar with the exits and entrances to be used in cases of emergency as per the induction to the site, as supplied by the NMRN Event Department.
- Report any near misses and incidents/accidents, including any slips, trips and falls to the NMRN Event Manager immediately.
- Ensure the competence of your 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.
- Although venues do have their own Fire Safety equipment, you must also have your own fire prevention equipment in case of emergencies.
- You must provide their own first aid equipment for their staff.

#### **4. Equipment & Access**

- You will submit a list of all staff, and the registration of any vehicles needing access to the venues to the Events Department no less than 48 hours prior to the event. (Staff who park in the Museum car park do not need to be listed in this way).
- 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 to the issuing office immediately for security purposes.
- No equipment should be unloaded without the prior permission of the NMRN Event Manager.
- Access times will be agreed with the NMRN Event Manager.
- Ensure your own equipment is serviceable, compliant and PAT tested. We will ensure all in-house equipment is compliant and PAT tested.
- Without direct supervision, only use equipment you have been trained to operate. We will deliver any required training on any unfamiliar in-house equipment.
- Leave all equipment as found ensuring equipment is fully charged.
- No equipment or furniture should be moved from its location without consent of the Event Manager.

- 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.
- Any unusual power requirements are sent to and agreed with the NMRN Events Department at least 3 weeks prior to the function. Where such equipment has been installed or left in the venues with the permission of NMRN, you ensure that such equipment is compatible with NMRN's power supplies and other equipment and appliances. You will also ensure that it is installed and operated in a safe and efficient manner by a competent person, and in accordance with any manufacturers' directions, and in accordance with all relevant health and safety at work regulations.
- You must leave areas neat and tidy and must clean any kitchens or preparation areas that have been used. The NMRN Event Manager will inspect all kitchens and preparation areas before you depart and you must make good any area found to be below standard.
- All rubbish, equipment and other goods must be removed at the end of the Event
- NMRN shall not be responsible for any loss, damage or theft of equipment left on the premises and the you shall ensure that the equipment is at all times safely and securely stored.

## 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. You will ensure that your personnel do not touch, handle or tamper with any historic furniture, fitting or fabric of the venues within any area of NMRN without prior agreement.
- You will be briefed and must follow instruction from the NMRN Event Manager 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.
- You will ensure that your personnel protect door frames, walls, staircases, lifts and flooring to minimise risk of scratching or gouging from transport of trolleys, flight cases or furniture. You will supply, and be responsible for, laying down protective flooring at all times and padding the lifts when required.
- You will not erect any exhibition, stands, advertisements or displays, or make any alterations to the venues or affix anything to the floors, walls, ceilings or columns of the venue spaces without the prior consent of the NMRN Event Manager.
- You will ensure that no bolts, nails, tacks, screws, pins, or other like objects are driven into any part of the venues, nor any adhesive (including tapes) to be attached to it.
- 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.

Revision/Review History	
Issue Date:	April 2023
Next scheduled review date:	April 2024
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