

Gloucester Railway Carriage and Wagon Museum

Volunteer Staff Handbook

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CHAIRMAN'S OPENING REMARKS

The Gloucester Railway Carriage and Wagon Museum (GRC&WM) Volunteer Staff Handbook contains information that is applicable to all members of staff (paid employees or volunteers and new starters), support group members or contractors working on or at the GRC&WM.

The Volunteer Staff Handbook provides essential information and describes in particular, matters, which affect individual rights and obligations as a member of staff supporting the day-to-day activities of the GRC&WM. The publication should be read in conjunction with Policies, Procedures, Health and Safety Guidelines, and the Safety Management System (SMS) plus the appropriate training documents.

The Gloucester Railway Carriage and Wagon Museum CIO and all other Trusts, Associations, Preservation Groups or charities that may become associated with the Museum in the future will aim to encourage improvement and enjoyment in the activities members of staff are engaged in whilst at the Gloucester Railway Carriage and Wagon Museum and those events at which the Museum attends or holds in the future. Additionally, the Volunteer Staff Handbook should also apply to their members when working on Gloucester Railway Carriage and Wagon Museum property and generally when working on the Gloucester Railway Carriage and Wagon Museum's behalf.

Some elements of the Volunteer Staff Handbook are available in the pages that follow, whilst others may still be in production or waiting to be finalised. Should you require information that is not yet available, please contact the appropriate Head of Department or the General Manager for advice.

Signed:

Date:

Paul Mathews, Chairman, Gloucester Railway Carriage and Wagon Museum CIO

1. INTRODUCTION

This Volunteer Staff Handbook is designed to be a general introduction for new volunteers and staff to the Gloucester Railway Carriage and Wagon Museum, and sets out basic rules and responsibilities for everyone who wishes to be a working volunteer and contains information that is applicable to all working on or at the Gloucester Railway Carriage and Wagon Museum (whether that be the CIO or Trusts, Associations, Preservation Groups or Charities or any other Support Group or contractor from time to time).

Please note that safety is given the highest priority at the Museum. Your own health and safety and those you work with much always be your highest priority.

The Gloucester Railway Carriage and Wagon Museum is a CIO and all working volunteers must be a member of the CIO.

The Volunteer Staff Handbook is the CIO's official Staff Handbook and provides members of staff with essential information when they are working on or at the Gloucester Railway Carriage and Wagon Museum and is issued to every member who becomes a working volunteer and paid staff member. It describes and lists various matters, in particular, matters, which affect individual rights and obligations as a member of staff when supporting day-to-day activities of the Museum and those matters that are very important to you in your museum, railway and transport carer and must be read before you can work in any capacity on/at the museum. This publication should be read in conjunction with the Safety Management System (SM), Staff Guidelines and Policies, Health and Safety Guidelines and Policies and appropriate training documents. This handbook includes the museum's Safety Policy, a brief description of the requirements of the Health and Safety at Work Act and guidance on the museum's policies and procedures that impact on you, your colleagues, passengers, visitors and anyone who may be affected by the operation of the museum, demonstration line (railway) or any other aspect. Please keep this handbook in a safe and secure place so that you can refer back to it in the future along with any other guidance.

Throughout this document, all statements relating to staff apply to both paid members of staff and volunteers unless stated otherwise. Those members of staff working in Safety Critical Departments and roles should be in possession on the Gloucester Railway Carriage and Wagon Museum Rule Book and/or extracts from the Rule Book as appropriate.

We are all working at the museum and on the railway for enjoyment, but most of our activities carry inherent risks that could lead to injuries to ourselves or third parties and/or damage to the museum's and railways physical assets. Health and Safety is a responsibility of everyone and all activities and operations of the Gloucester Railway Carriage and Wagon Museum are subject to the Health and Safety regulations by law; it is the responsibility of everyone to work in a safe and proper manner within the rules. Health and Safety rules are essential to reduce these risks to a realistic minimum and to deal with any incidents or accidents that do occur.

Controlled copies of the GRC&WM Volunteer Staff Handbook and Policies are available through the Volunteer Officer, Heads of Department or General Manager and, where appropriate, on the GRC&WM Working Members Facebook Page and our Website www.grcwm.jimdo.com, for further information please contact grcwm@outlook.com. The electronic version of these policies can be considered to be the extant and most up-to-date version. All hard (paper) copies should be considered as uncontrolled once printed.

The Gloucester Railway Carriage and Wagon Museum aim is to ensure equality of opportunity in all aspects of our policies and practices for all people, protected or not by legislation, against discrimination on the grounds of age, class, disability, gender, race, religion, sexual orientation or any other grounds. There are specific disciplines and duties that do require prerequisite physical and psychological abilities to comply with the requirements of the GRC&WM Safety Management System and to satisfy safety critical competencies. In addition, the GRC&WM is not able to offer assistance on a personal care basis.

This booklet deals with the basic rules and regulations that must be adhered to if museum and railway operations and various volunteer activities are to be carried out in accordance with sound health and safety practices that comply with current legislation. It states clear rules, not guidance that is optional. All volunteers must act responsibly and observe both the spirit and practice of the rules. Failure to comply could invalidate the CIO's public liability insurance and working members' insurance, and may also leave the volunteer facing disciplinary action if CIO rules have been broken.

Please consult with your Head of Department, manager or supervisor if you do not possess or have access to the policies, procedures and/or manuals appropriate for the department in which you work.

ALL GRC&WM STAFF AND VOLUNTEERS SHOULD ENSURE THEY REPORT ALL ACCIDENTS, INJURIES AND INCIDENTS USING THE APPROPRIATE REPORTING SYSTEM AS DEFINED IN GRC&WM POLICIES AND REGULATIONS.

For further details please contact the General Manager or where appropriate the Head of Department, manager or supervisor.

To assist in reading this document there is an explanation of some of the terms used:

- Staff – includes all working volunteers
- Contractors – includes all people legitimately employed by the museum or railway that do not constitute staff.

In Policies:

- May – is used when it is optional to do something
- Must – is used when there is a requirement to comply
- Should – is used as a statement of guidance
- Will – is used when there is a requirement to comply

All volunteers must have signed for receipt of this handbook before starting work for the first time, or when issued with updates. Please complete and return the form included at the end of this handbook for inclusion in your personnel record file. In addition, all persons working on site must sign the site register on both arrival and departure at the signing on point.

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SECTION 1: THE CIO

Statement of Purpose

The Gloucester Railway Carriage and Wagon Museum CIO (GRC&WM)

The CIO exists to promote, further and advance the education and research of the public in the history of the railway and general transport heritage of the United Kingdom, with special reference to the Gloucester Railway Carriage and Wagon Company Limited from 1860 until 1986 and industrial and light railways in the Gloucester area; by the creation and operation of museums of all types and, in furtherance of these objects but not otherwise, by the creation and operation of railways, tramways or other forms of transport; by owning, repairing, constructing and preserving railway heritage, coaching stock and associated artefacts for use and appreciation by the public; in furtherance of these objects the charity may (but not limited to):

- Acquire and preserve railway locomotives, railway carriages and other items of rolling stock and associated equipment
- Restore and maintain such items, house them and put them on display
- Sponsor and encourage the publication of books, articles etc to promote interest in these subjects
- Purchase, take on lease or in exchange, here or otherwise acquire any property and any rights and privileges necessary for the promotion of such objects.

Background to the GRC&WM

The Gloucester Railway Carriage and Wagon Museum was formed on 25 March 2016 when a group of railway preservationists came together with a shared interest in railways/transport, preservation and local history and in particular the Gloucester Railway Carriage and Wagon Company Limited and came together to combine their shared interests to form the Gloucester Railway Carriage and Wagon Museum and as such the GRC&W Museum was born. Set up initially as a portable mobile museum with the aim to locate, promote and preserve the history and heritage of the Gloucester Railway Carriage and Wagon Company limited 1860-1986 as well as associated organisations for the benefit and education of the public with an further aim to acquire a suitable plot of land for a permanent museum to house its every-growing collection of artefacts, rolling stock and transport related items as well as its headquarters.

Since the formation of the Museum in March 2016 it as attended a number of events throughout Gloucestershire and slightly further a field raising donations and selling second hand goods to help raise funds to further the objectives of the museum and reach its aims. In 2018/19 the museum took some time out from events to consolidate its archives, artefacts/collections and research materials which meant a drop in donations and sales to non attendance of events.

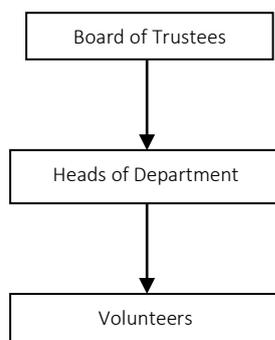
An application to register the Museum as a charity was sent in 2017 with it not being granted due to the lack of information provided and a further application being made in the early half of 2020. The Museum also plans to become a member of the Association of Independent Museums (AIM) in due course and also a member of the Heritage Railway Association (HRA). It is also planned for the museum to become an Accredited Museum at some point in the future.

In 2020 the museum hopes and aims to up its game and attend many events after the implications of the Corona-Virus (COVID-19) in March-April with at least 1 event planned and preliminary booked for November.

Structure of the Organisation

As a Charitable Incorporated Organisation (CIO), the organisation is managed by a board of at least 3 Trustees, all of whom give their time voluntarily. There will be a number of employed paid staff and a force of volunteers who will be involved in various aspects of the CIO's Activity. There may come a time where we may have a 'Patron's Club' for supporters called 'Friends of the Gloucester Railway Carriage and Wagon Museum' (Friends of the GRC&W Museum) who will also provide financial and practical support.

Please see the Workforce Organisation Chart Overleaf



SECTION 2: POLICIES AND PRACTICAL GUIDELINES

EXPLANATION OF TERMS USED

TERM	INCLUDES OR MEANS
ABCL	Automatic Barrier Crossing (Locally Monitored)
AOCL	Automatic Open Crossing (Locally Monitored)
Authorised Walking Route	A route identified for staff walking to or from their place of work or booking-on-point, or carrying out their duties.
Block Section	That portion of line between the section signal controlled from one signal box and the home signal controlled from the signal box in advance.
Brake Van	Any vehicle provided with a brake compartment and working brake.
Cess	The space alongside the line or lines
Competent Person	A person who has been certified as being competent and having required knowledge and skills to carry out a Rule, Regulation Instruction or procedure.
Controller	Person responsible for day-to-day operation of the museum/railway
DMU	Diesel Multiple Unit Train
Engineer's Train	A train provided for use of the Engineering department; including on-track plant.
Four-foot	The space between the rails of one line (NOTE: This is not an exact measurement)
Hand Signalman	Person appointed to control the movement of trains by means of flags, hand lamps or hand signals.
Home Signal	The first stop signal worked from a signal box
On or Near the Line	Within 10 feet (3 metres) of the nearest rail, or on the railway line itself. A person is not on or near the line if they are:

	<p>On the other side of a permanent fence or structure even if it is less than 10 feet from the nearest rail; Crossing the line at a level crossing. A person on a station platform is only on or near the line if they are within 4 feet (1.24 metres) of the platform edge and carrying out engineering or technical work within that distance.</p>
On the Lineside	In the area between the boundary fence and the point that is called “on or near the line” (defined above) and in view of the Driver of any approaching train or movement. A person is not on the lineside if they are on the station platform.
Position of Safety	At least 6 feet 6 inches (2 metres) from the nearest rail of any line on which a train can approach; this includes anything being worn or carried.
Staff	All persons working at the museum or on the demonstration line (railway) whether as a volunteer or as a paid employee of the Gloucester Railway Carriage and Wagon Museum.
Station	Passenger station or halt, terminal, depot or yard.
Station Limits	That portion of the line between the home signal and the section signal in the same direction of travel, worked from the same signal box.
Second Man	<u>Fireman</u> on steam locomotive, Driver’s Assistant on diesel locomotive or multiple unit.
Section Signal	Stop signal controlling entrance to the block section ahead.
Signal Box	Signal box that is open (unless otherwise indicated).
Signing On Point	All members of staff should sign on at an appropriate signing on point before the commencement of any duty.
Stop Signal	A signal capable of showing a stop aspect or indication.
Wagoneer(s)	A Wagoneer is a member of the GRC&WM young volunteer team. A young person/volunteer is anyone under the age of 18.
Train	Locomotive or vehicles; railcar or rail bus; light locomotive (i.e. without a train) or locomotive coupled; self-propelled on-track machine.
Train Men/Train Crew	Driver, Second man (defined above), guard or Travelling Ticket Inspector (TT)
Whistle	Whistle on steam locomotive; horn or whistle on diesel locomotive or multiple unit.

LIST OF ABBREVIATIONS

Abbreviation	Meaning	Notes
COSHH	Control of Substances Hazardous to Health	
HSWA	Health and Safety at Work Act 1974	
ORR	Office of Road and Rail	The Office of Road and Rail (ORR) is the independent safety and

		economic regulator for Britain's railways. Also responsible for monitoring Highways.
PICOW	Person in Charge of Works	The person who is in charge of a group of people carrying out tasks on the railway.
RAIB	Rail Accident Investigation Branch	A British government agency that investigates rail accidents in the United Kingdom and the Channel Tunnel in order to find a cause, not to lay blame.
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations	These Regulations require employers, self-employed and those in control of premises to report specified workplace incidents.

ABSENCE POLICY (for Gloucester Railway Carriage and Wagon Paid Members of Staff)

The Gloucester Railway Carriage and Wagon Museum values the contribution that everyone makes to the Museum's success. The Absence Policy explains what is expected from managers and members of staff when managing absence and how the GRC&WM will work to reduce levels of absence. This policy should be read in conjunction with the GRC&W Contract of Employment. PLEASE NOTE: this document is currently still in the process of being written.

ACCESS POLICY

- 1) The Gloucester Railway Carriage and Wagon Museum access policy sets out clear guidance to visitors so that they can plan a safe and enjoyable visit and enables staff to assist and provide guidance when required.
- 2) The GRC&WM aims to create a railway/transport heritage centre museum along with a demonstration line/railway whilst preserving aspects of local and national industrial heritage associated to the Gloucester Railway Carriage and Wagon Company 1860 to 1986 and we aim to be easily accessible to wheelchair and mobility impaired persons.
- 3) A disabled person (adult or child) will travel on the demonstration line/railway once created at a concessionary rate and one carer will travel free of charge. Any additional carers will travel at full fare. Assistance dogs will travel free.
- 4) For details of public transport access, local bus services and routes contact the service provider.
- 5) Some mobile phone networks may not work in the area through which the museum may be situated or the line travels.

ACCESS FOR DISABLED PERSONS, VISITORS WITH LIMITED MOBILITY IN MANUAL OR POWERED WHEELCHAIRS (Mobility Scooters)

- 1) Most of our rolling stock, trains and other transport vehicles will be accessible where possible to disabled persons, visitors with limited mobility in manual and powered wheelchairs (mobility scooters, except those over a specified size and/or weight), and those who are partially sighted. Please do not hesitate to ask members of staff for help or further details.
- 2) Some powered scooters are effectively road vehicles and are unsuitable for carriage in Heritage vehicles. This is because the majority of mobility scooters have wider turning circles than wheelchairs occupying the same space and tend to be heavier and therefore are not appropriate to take on board trains with confined space in the carriages.
- 3) However, if the wheelchair is bespoke and specially adapted or built for an individual's special needs (as an example, with oxygen or drug dispensers), please contact the museum before you come, if possible, so that we may be able to make special arrangements and possibly issue special permits.
- 4) For reasons of safety, powered wheelchairs and scooter **MUST NOT EXCEED 2mph** on any platform, and, unless boarding a train, **MUST NOT** go near the platform edges.
- 5) Please bear in mind that as well as being a museum, there are plans to have a working restoration and operating facility which may mean so surfaces may be uneven. Please follow all marked public routes where possible (unless on special events and occasions where areas may be open to the public, where a safe public route will be marked out accordingly).

ACCESSOR-APPROVED ACTIVITIES AND EQUIPMENT

The use of certain activities, tools and equipment will require training and approval from either our in-house assessors or from an outside accredited company. These qualifications can lead to an accredited certificate. The relevant departments will or may require accreditation and a certificate of competence for the following:

- Use of fixed machines including lathes, planers, surface grinders, shapers, belt grinders, milling, drilling and boring machines, CNC machines.
- Use of chainsaws
- Use of gas for cutting, heat treatment or welding
- Use of electric welding.

ACCIDENT AND INCIDENT INVESTIGATION

- 1) The Gloucester Railway Carriage and Wagon Museum Safety Management System, Rule Book, Volunteer Staff Handbook and Standing Instructions set out the responsibilities and duties of all members of staff to report incidents, defects, near misses and hazards.
- 2) The procedures for responding is detailed in the Safety Management System and set out in the Rule Book and Standing Instructions.
- 3) The receipt and management of event reports and the investigation of accidents, incidents, near misses and hazards is the responsibility of the General Manager or in his/her absence the Duty Officer.

ACCIDENT AND INCIDENT REPORTS INCLUDING INCIDENTS AND NEAR MISS REPORTS

Accidents and incidents involving injury to staff, passengers or visitors to the Museum and Railway must report on an Accident Form. If an accident involving injury is part of a Reportable Incident, a separate Incident Report must also be submitted. The form will be located at most work places or can be downloaded from the Facebook Working Members page, obtained from the Operating Department, main Office or from the General Manager.

ADULTS WORKING WITH YOUNG PEOPLE

- 1) All organisations, which involve young people, need guidelines to protect both young people and adults alike.
- 2) Any number of staff that will have substantial unsupervised access to young volunteers under the age of 18 or who is willing to undertake the role of Young Protection Officer or Youth Volunteer Co-ordinator (in some instances this may also include Supervising Persons) should agree to check as specified by the Independent Safeguarding Authority and Criminal Records Bureau (CRB)/Disclosure and Barring Service (DBS). These checks are mandatory under the Home Office Disclosure Scheme for England and Wales. Such adults will be required to disclose all convictions (of whatever kind) whether spent or not. Checks will normally be made after a conditional offer of appointments and before duties are commenced.
- 3) The Gloucester Railway Carriage and Wagon Museum understands that, for some members of staff, working with young people is a novel and at times a difficult experience. If you do not wish to work with young people, you should ensure that it is included on your staff record and inform the roster clerk and supervisor. Wherever possible the GRC&WM will endeavour to respect this wish although it may not always be possible.

AGE DISCRIMINATION POLICY

- 1) The Equality Act 2010 covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the act protects everyone against unfair treatment. The protected characteristics are:
 - a. Age
 - b. Disability
 - c. Gender Reassignment
 - d. Marriage and Civil Partnership
 - e. Pregnancy and Maternity
 - f. Race
 - g. Religion or Belief
 - h. Sex
 - i. Sexual Orientation
- 2) The Equality Act sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person.

- 3) The act prohibits unfair treatment in the workplace, when providing goods, facilities and services, when exercising public functions, in the disposal and management of premises, in education and by associations (such as private clubs).
- 4) For further information, see the ACAS the guide called Equality Act 2010.

ALCOHOL AND DRUGS POLICY

- 1) This statement sets out the Gloucester Railway Carriage and Wagon Museum policy for all members of staff and contractors. The GRC&WM has taken into account the requirements of the Transport and Works Act 1992. Members of staff and contractors must adhere to the provisions of this policy in order to demonstrate compliance with this Act.
- 2) The GRC&WM will take all reasonable steps to ensure that members of staff or contractors are made aware of the content of this statement, together with the relevant sections of the Transport and Works Act 1992.
- 3) It is a requirement of the GRC&WM that no member of staff or contractor shall:
 - a. Report, or endeavour to report, for duty having just consumed alcohol or being under the influence of drugs.
 - b. Report for duty in an unfit state due to the use of drugs or alcohol.
 - c. Be in possession of drugs of above when at work.
 - d. Consume drugs (other than on medical advice and with medical note) or alcohol at work.
 - e. Consume any alcohol at all in the 9 (nine) hours prior to starting work. To calculate this safely allow 8 (eight) hours after your last drink but add an additional 1 (one) hour in order to allow for the initial time it takes for the alcohol to reach its peak level in the system (see the guidance notes included at the end of this policy).
- 4) The Museum's alcohol limit is just 29 milligram's of alcohol per 100ml of blood. When this limit is compared to the national drink driving limit of 80 milligram's of alcohol per 100ml of blood can be seen that the national drink driving limit is more than twice as much.
- 5) The general advice, if you want to drink alcohol, is to drink in moderation and leave at least eight hours after your last drink before reporting for work (add one hour to the calculation to allow for the initial hour it takes for the alcohol to reach its peak level in the system). Binge drinking and drinking to excess should be avoided. If individuals do binge drink or drink to excess, they should leave at least twenty-four hours after the last drink before reporting for work.

APPEARANCE

All staff involved in front of house roles (Booking Office, Reception), retail and catering (Shop and Café) and railway operations (Driver, Second man/Fireman, Guard, Travelling Ticket Inspector, Station Master/Duty Controller, Signaller) should be presentable and where possible clean shaven and wearing a suitable uniform which may include Museum branded clothing which can be purchased in the shop with a special working members/volunteers discount (with the production of a valid GRC&WM ID card). See Uniform/Clothing for further details.

BULLYING AND HARASSMENT IN THE WORKPLACE

- 1) Bullying and harassment in the workplace has a negative effect on targeted individuals causing unease and loss on concentration putting individual and other team member's safety at risk. Bullying and harassment can extend beyond the work environment into life away from the museum causing much upset and undue stress.
- 2) All job applicants, volunteers and members of staff shall receive equal treatment regardless of age, gender, sexual orientation, marital status, race, colour, nationality or ethnic and national origins, trade union membership/non-membership, or disability. The Museum and associated organisations that may in the future share the site recognise all current employment legislation, and take advice from ACAS best practices.
- 3) The Museum and associated organisations that may in the future share the site will not tolerate any harassment and/or bullying of any kind, and will take action accordingly following ACAS recommended procedures if harassment and/or bullying takes place.
- 4) To secure an environment in where equality of opportunity can be achieved, everyone must be able to work and participate in the life of the Museum/Railway without fear of bullying, harassment and intimidation. Everyone on at the museum has a part to play by ensuring that their own behaviour, whether intentional or unintentional, does not constitute bullying harassment and intimidation. All volunteers are expected to treat their colleagues and visitors to the Museum with respect and not to engage in any behaviour that may lead to a potential complaint.
- 5) The Museum will take action against inappropriate behaviour which shows a lack of respect for others or which leads to people feeling threatened. This policy will apply to verbal, written and electronic activity, including internet and social media activity.

CASH SECURITY AND CASH HANDLING

- 1) Security of cash is a matter that all members of staff should take seriously and there standing instructions covering all sites where money is handled. Members of staff should make themselves aware of these instructions.
- 2) Under no circumstances should booking offices/offices and/or shops be left unlocked when unattended and shop manager(s) should ensure that cash registers are not left unattended. All cash registers are to be closed at the end of each transaction and under no circumstances are to be left open.
- 3) Members of staff may not accept tips or gratuities for their personal benefit. However, if a member of the public offers a tip or gratuity the money can be accepted on behalf of the museum as a donation, this should be made clear to the contributor at the time of the donation being offered and before it is accepted.

CHEMICALS

Within the Museum we use many chemicals that are hazardous and can be corrosive, flammable, toxic and/or potentially harmful. All these chemicals are and will be tightly controlled and kept in appropriate containers. Each container must and will be clearly marked. Each workshop or storage point will have a COSHH (Control of Substances Hazardous to Health) manual. It will contain information on what the hazards are, how to store and what to do in the event of accidents especially if you are contaminated. Also, the COSHH manual will have risk assessments that will show how to reduce risks such as use in well ventilated areas. Further policies may and will exist for specific substances.

CONFINED WORK SPACE/CONFINED SPACE WORK

Working in confined spaces does necessarily mean those on locomotives such as tanks, fireboxes or smoke-boxes. It can equally apply to small rooms and closed cabinets especially if welding or using adhesives and/or solvent. Anyone who is overcome by fumes is likely to die if not rescued quickly. For this purpose, there must always be someone acting as a Safety Guardian remaining in very close proximity who can either effect a rescue or summon help quickly and urgently. Always be aware that rescuers can easily become overcome by fumes also. The Safety Guardian will be a member of the First Aid team who undertakes other roles also such as engineering.

CONTRACT OF EMPLOYMENT

The Gloucester Railway Carriage and Wagon Museum terms and conditions of employment for all of its full time, part time and seasonal members of staff is fair and equitable based on current Advisory, Conciliation and Arbitration Services (ACAS) and the British Engineering and Manufacturers Association (BEMA) advice.

For further information and guidance, please contact the General Manager.

CRIMINAL ACTS

- 1) The Museum will not tolerate criminal acts of any kind, and will take appropriate action accordingly. Where a criminal act is alleged, the General Manager may refer the matter to police.
- 2) If the police suspect that, a criminal act has been committed, they may take control of the investigation, and any evidence of the alleged crime should be preserved. Any managerial action, such as moving or suspending members of staff should be carried out after consultation with the police if any police enquiries are being conducted.

CUSTOMER CARE – DEALING WITH THE PUBLIC

One of the roles carried out by volunteers during events which the museum currently attends and that will be carried out once premises has been acquired by the Museum is to act in a 'front of house' capacity by welcoming visitors, providing information, answering questions and being present to sell souvenirs.

Although there are members who are interested in a variety of different tasks including workshop and do not deal directly with members of the public, it is important that the following general code of conduct is followed by all volunteers, regardless of the roles carried out. This is to ensure that the GRC&WM is seen as a professionally run organisation which provides a welcoming environment for visitors. This is particularly important as a lot of the facilities and restoration projects at the museum will be funded by external organisations from public money, which will relate to any of our visitors. We also currently benefit from donations from visitors, who would obviously not donate if they had a bad experience during their visit or our attendance at an event.

General Code of Conduct

- Be polite if a member of the public approaches you or speaks to you.
- No swearing or offensive language in public areas where visitors may be present, including the workshop if visitors are visible or viewing gallery, once the museum has acquired premises.
- If you find someone in a restricted area, e.g. the workshop, politely re-direct them to the designated public areas. Sometimes workshop doors may be left open temporarily whilst shunting takes place and visitors accidentally wander in, so it is not always an intentional ignoring of signs!, once the museum has acquired premises.

The GRC&WM has a 'Customer Care Policy' which will be provided to all front of house volunteers and is available to any other volunteers on request.

DATA PROTECION AND CONFIDENTIALITY

The Gloucester Railway Carriage and Wagon Museum will be registered with the Information Commissioner's Office (ICO) as required under the Data Protection Act and complies with the principles regarding privacy and disclosure. Members of staff will be aware of much information, which is subject to the Data Protection Act.

The Data Protection Act 1998

- 1) Under the provisions of the Data Protection Act 1998, the GRC&WM is obliged to provide the Data Protection Registrar with information regarding personal data held in computerised form, together with details of its source, its purpose, and to whom this information may be disclosed. The information will be treated confidentially and security over data will be adhered to at all times.
- 2) In accordance with this Act, members of staff are hereby notified that personnel records may contain information that is held electronically. If members of staff wish to see information that is contained in their personnel file, they should contact the General Manager.

Personnel File

- 1) The Museum maintains a Personnel File on each member of staff. The purpose of this file is to allow the GRC&WM to make decisions and take actions that are personally important to member of staff, including notifying their family in case of emergency, calculating income tax deductions and withholdings, paying for appropriate insurance, coverage and arranging for training, mentoring, keeping records of competencies of staff involved in safety critical roles, keeping track of exams/re-examination dates and other records associated with paid employees, volunteers or otherwise.
- 2) The GRC&WM does not keep medical records or work eligibility forms in the personnel file.
- 3) If you have any questions please contact the General Manager.

Confidentiality of Personnel Files

- 1) Members of staff should ensure that, if they have access to paper record or computer files, they take adequate precautions to maintain confidentiality so that neither the organisation nor individuals are liable to prosecution because of loss or disclosure of information. Because the information in personnel file is by its nature personal, the GRC&WM keeps the file as confidential as possible. The GRC&WM allows access to information in a member of staff's file only on a need-to-know basis.

AUDITS MAY BE CARRIED OUT ON FILE ACCESS ACTIVITY AT ANY TIME AND WITHOUT PRIOR WARNING

DEALING WITH THE PRESS

- 1) As a general principal, members of staff must NOT deal directly with the press in respect of incidents, accidents or any official Gloucester Railway Carriage and Wagon Museum business. All press enquiries must be referred directly to the General Manager, the Chief Mechanical Engineer or the designated Press/PR Officer.
- 2) If you are a witness to an incident, accident or have knowledge of official GRC&WM business, do NOT make negative comments about the GRC&WM. Do NOT give details including the names or addresses of those involved or speculate under any circumstances; in all instances refer members of the press to the General Manager (GM), the Chief Mechanical Engineer (CME) or the designated Press/PR Officer.
- 3) See also the GRC&WM policy relating to Accident, Incident and Near Miss Reports.

DISCIPLINE AND GRIEVANCE POLICY

The Gloucester Railway Carriage and Wagon Museum and its associated organisations, support groups, Trusts, Associations and others from time to time, aim to encourage improvement and enjoyment in the activities in which members of staff are engaged whilst at the GRC&WM.

The Museum aims to deal with any disciplinary matter quickly and consistently, and in most situations, no action should be taken against any member of staff until a full investigation of the relevant facts is complete, but here are exceptions. At every stage, members of staff will be informed in writing of the facts and you will be able to answer any allegation made at a disciplinary hearing at which you may be accompanied by a friend or a Trades Union representative.

You have the right to appeal against any penalty or sanction imposed.

DISCIPLINE AND GRIEVANCE PROCEDURE

- 1) The Discipline and Grievance Procedure is based on the ACAS Code of Practice formulated following the implementation of the Employment Act 2008. The 2008 Act sets out to make 'conflict at work' situations easier to resolve by encouraging informal discussion, rather than stages of enforced action as before.
- 2) The Gloucester Railway Carriage and Wagon Museum and its Associated Support Groups, Trusts, Associations and others from time to time, aim to encourage improvements and enjoyment in the activities which members of staff are engaged whilst at the GRC&WM whether paid or unpaid.

- 3) The Discipline and Grievance Procedure sets out the way in which the GRC&WM and staff will achieve this. The GRC&WM will also consult the British Manufacturing and Engineering Association (BEMA) as and when considered appropriate.

Contravention of Rules and Provisions contained in the Gloucester Railway Carriage and Wagon Rule Book

- 1) Members of staff involved in any contravention of the rules and provisions set out in the Gloucester Railway Carriage and Wagon Museum Rule Book, and/or involved in an incident or accident resulting in damage to track or vehicles, or a personal injury, will be subject to an investigation as detailed in the Standing Instructions and in the Safety Management System.
- 2) Certain contraventions of the rules and provisions contained in the GRC&WM Rule Book may involve an instant suspension before an investigation has been completed.
- 3) In order to ensure that Rule Book infringements are dealt with in a timely manner all reports, depositions and witness statements are to be completed on the same day as the incident unless this is impractical and then they should be completed and submitted promptly within the following 7 days or as quickly as circumstances allow dependent on the availability of staff.

The Discipline Procedure

- 1) The purpose of the procedure is to establish the facts by carrying out necessary investigations without delay.
- 2) Inform the member of staff of the problem in writing reminding them that it is their statutory right to be accompanied to the Disciplinary Hearing. Any member of the Inquiry into the original events or incident will not sit on the hearing.
- 3) Following the hearing, a decision will be made whether or not disciplinary or any other action is justified; a member of staff will be informed in writing of the outcome and of any possible sanctions as follows, and that he or she may appeal in writing within 7 days.

Grievance Procedure

It is the Museums policy to ensure that members of staff with an employment grievance can use a procedure that will help to resolve problems quickly and fairly. The grievance procedure enables individuals to raise grievances with their manager or supervisor about their employment or voluntary time either by themselves or with a representative.

ELECTRICITY

The museum and railway will use three types of power tools: air, mains 240v and battery. All electrical leads must be checked for damage before and after use. Any damage to the fittings or cable sheath must be reported to the appropriate manager and the appliance removed or rejected from use.

ENGAGING NEW MEMBERS OF STAFF

- 1) When engaging new members of staff in either a paid or volunteer role the Museum ensures there are equal and open opportunities for all.
- 2) When a new member of staff is appointed a new Staff File will be created and all appropriate information entered into/onto a Staff Database.
- 3) The Museum will ensure that all safety and vocational training is identified and completed as appropriate.

ENVIRONMENTAL GUIDANCE

Gloucester Railway Carriage and Wagon Museum Environmental Guidance should provide members of staff with the information for the controlled use of and disposal of materials and equipment. The Museum recognises that the museum, railway and transport operations result in emissions to air and water, and the generation of waste. It is the museum's aim to comply with legislation and other requirements, continue to reduce the environmental impacts of our business and operate in an environmentally responsible manner where possible.

- 1) Effectively control and manage the museum, railway and transport activities in order to:
 - a. Minimise waste by evaluating operations and ensuring they are as efficient as possible.
 - b. Control the use of petroleum-based products including lubrication and cleaning products.
 - c. Manage smoke emissions
 - d. Effective use of traditional organic methods in place of herbicides and pesticides.
 - e. Minimise toxic emissions through the effective use of fuels.
 - f. Actively promote recycling both internally and amongst its customers and suppliers.
 - g. Source and promote a product range to minimise the environmental impact of both production and distribution.
 - h. Meet or exceed all the environmental legislation that relates to the GRC&WM.
 - i. Use an accredited program to offset the greenhouse gas emissions generated by our activities.
 - j. Become as self-sufficient as possible in all operations of the museum's activities, where possible and incorporate the use of Solar and Thermal Panels where possible to provide our own electricity and hot water.

THIS LIST IS NOT EXHAUSTIVE

- 2) Waste Management. All waste such as unwanted packaging (cardboard, pallets), unused raw materials, demolition waste, and process water (cooling, washing) has an associated financial and environmental cost.
- 3) Hazardous Waste. Waste is hazardous when it contains properties that might make it harmful to our health or the environment. Hazardous waste now includes televisions, computer monitors, fluorescent lighting and end-of-life vehicles. Any business handling hazardous wastes should already be working with its waste contractor to ensure safe disposal.

- 4) As part of meeting the Waste Acceptance Criteria (WAC), some wastes will need to be sampled, tested and described for the waste contractor to ensure that the waste will be disposed of in the correct way.

EQUAL OPPORTUNITIES POLICY

- 1) The Museum aims to ensure equality of opportunity in all aspects of its policies and practices, for all people, protected or not by legislation, against discrimination on the grounds of age, class, disability, gender, race, religion, sexual orientation or any other grounds.
- 2) The Museum is responsible for monitoring and implementing the policy and keeping it under review. It recognises that developing equal opportunities practice is a process, which necessarily requires the involvement of management and staff, all of whom progress at their own pace.
- 3) The policy recognises that an equal opportunities policy held by any affiliated group, which reflects similar underpinning values. If these affiliated groups do not have, an Equal Opportunities Policy then this policy will take effect while those affiliated groups are actively involved on Museum business.
- 4) The Museum will endeavour to be aware of oppression and inequality, the problems they cause and how they will affect staff.
- 5) The Company will endeavour to be involved with individuals and partner organisations to promote equal opportunities.
- 6) One of the museum's core values is the promotion of inclusivity and the valuing of diversity. The museum seeks to ensure that the work environment for all its volunteers is supportive, and one where individual respects is shown to all.
- 7) All volunteers regardless of their gender, race, colour, ethnic background, culture, (dis)ability, sexual orientation, age, religion, nationality, socio-economic status or any other factor will be supported, encouraged and welcomed to participate and perform to their full potential.

EXPENSES

The CIO is unable to reimburse expenses incurred by volunteers in attending the Museum. This includes travel expenses, car parking charges, refreshments, etc. However, there may be specific circumstances when volunteers asked to do a task that incurs an out-of-pocket expense, which will be reimbursed by the CIO. This needs to be agreed between the volunteer and a Trustee before any such expense is incurred. The CIO reserves the right not to reimburse any expenses that have not previously agreed. If a volunteer needs to purchase products/goods for a specific task, this must be agreed with a Trustee before the purchase takes place. If agreed, expenses will only be reimbursed on the production of valid receipts, invoices, etc. All expense claims should be submitted in the first instance to the General Manager who will forward it to the Treasurer on behalf of the volunteer. A cheque will then be sent directly to the volunteer, or be reimbursed from petty cash.

FACILITIES (for staff, volunteers and contractors)

The facilities which the CIO aims to provide for its staff, volunteers and contractors at the museum once the CIO has acquired suitable land/premises for the permanent museum activities to take place will be as follows:

Toilets:

There will be separate male and female public toilets and two separate accessible toilets.

There will also be a cloakroom for staff/volunteers with shower facilities.

Parking:

There will be free parking on site for visitors and staff including volunteers where possible.

Refreshments:

The Museum will have a mess room/kitchen in which volunteers are welcome to eat packed lunches, etc. There will also be a fridge, microwave and hot water/tea urn for use to make snacks and drinks. Tea, coffee, milk, etc. can be supplied by volunteers themselves or through an optional communal kitty. There will also be a café/refreshment room for visitors/passengers and customers as well as staff and volunteers to use. Staff and volunteers will be able to get a discounted rate at the café/refreshment room.

FATIGUE

Fatigue is an area where the museum and railway pays close attention. When signing on you are making a declaration to the museum (and railway) that you are fit for duty and part of this fitness is that you have taken sufficient rest to be able to undertake your role. The museum (and railway), for its part, will ensure that duties do not, except in the most serious emergency situations, infringe the recommended hours or contiguous shifts advised through the ORR. If you feel fatigued whilst working at the museum and railway, inform your manager who will arrange for you to be relieved of duty.

FIRE SAFETY POLICY

- 1) The Regulatory Reform (Fire Safety) Order 2005 came into the effect on 01 October 2006; and replaced over seventy pieces of fire safety law.

The new legislation focuses on self-regulation of Employers and makes them legally responsible for compliance with the Fire Safety Order. Fire Certificates are no longer a requirement and have ceased to have legal status.

- 2) The Fire Safety Policy covers Fire Precaution, Fire Prevention and incidents involving fires or fires on or near the Gloucester Railway Carriage and Wagon Museum property. The aim of the policy is to reduce the risk of fire, to protect and safe life and property from the effects of fire, when or wherever they may occur.
- 3) All members of staff have an obligation to assist, implement and to adhere to any fire procedures in force and are to implement any measures thought necessary to reduce the risk of fire. Nothing must be done which may impair the means of escape from any building or carriage at any time, whilst persons are present. All escape doors that

will be provided will be made to be easily opened from the inside without the aid of a key.

NOTE: The Order includes all voluntary sector premises and activities and affiliated groups who should be aware of the Gloucester Railway Carriage and Wagon Museum Fire Safety Policy.

- 4) For further information, consult, the GRC&WM Fire Safety Policy published individually, published in the Health and Safety Guidelines or contact, the General Manager.

FIRST AID

There will be a list of Museum staff trained in First Aid prominently displayed at the signing in point, in the workshop, office, mess room and all other suitable locations. Many locations also have First Aid Kits. You should make yourself aware of the nearest kit to your place of work.

(GRC&WM) GUIDELINES FOR THE USE OF ONLINE SOCIAL MEDIA NETWORKS AND FORUMS

Social media can be an excellent way of spreading the word about what is going on at the GRC&WM and can be very positive, but equally it can be destructive. Therefore, GRC&WM Trustees are keen to ensure that a basic code of conduct is followed in relation to staff and volunteers reporting or discussing anything that happens at the GRC&WM.

Please keep the following in mind whenever you post comments online:

- Make it clear that you are speaking personally for yourself and not in any formal/official capacity for the GRC&WM.
- Think about whether you are ‘airing dirty laundry in public’ that would be better approached in another way, such as raising a problem directly with a GRC&WM Trustee.
- Do not discuss information that could be deemed as confidential.
- Do not report news items before the GRC&WM has officially released information via the CIO’s website/press, etc.
- Avoid the use of bad language – it reflects badly on the author.
- Be aware that others may subvert your message by quoting selected parts of what you have said.
- Do not keep responding to people who are ‘looking for a fight’.
- In the event of any incident relating to the GRC&WM, the CIO will appoint an official spokesperson and everyone else must respond with ‘no comment’ to anyone outside the organisation.

GRC&WM Trustees and members do monitor various forums, so please be aware that if you bring the CIO into disrepute you could have your membership terminated and/or be asked to leave as a volunteer.

HAND HELD RADIOS, PROCEDURE AND ADVICE

- 1) Hand held radios at the Gloucester Railway Carriage and Wagon Museum will be used when it is effective and safe to do so. Hand held radios can be 16 channel devices. These radio frequencies are public i.e. common access, which means that no transmission is secure, and can easily be overheard by anyone with a similar radio. For that reason, the use of inappropriate language is strictly forbidden.
- 2) Government authorities can, and very often do, monitor any radio traffic. Any misuse, (the use of band language for example) can and has resulted in a conviction.
- 3) When using radios, at GRC&WM, there are strict disciplines to which we should all conform:
 - a. Use no inappropriate language
 - b. Use correct terminology
 - c. Use the phonetic alphabet
 - d. Use the radios for work related conversations only.

THIS LIST IS NOT EXHAUSTIVE

- 4) By using the correct terminology, the messages are unambiguous therefore, any risk of any misunderstanding is minimised. Hand held radios are not duplex devices that mean it will only do one thing at a time.
- 5) It is important to remember that these radios can cut themselves off after 20 seconds. The method described above will stop this from happening as the transmit button is released after every message. This clears airspace and will allow the transmission of emergency or other messages that would not be possible if on permanent transmit/receive as these devices can only transmit one message at a time.
- 6) In Practice, it is usual to use either channel 1 or 16 (if a 16-channel radio is used). This is because they are on either end of the selection dial and it is not uncommon for the dials to move. It is therefore a lot easier to check by feel.

HEALTH AND SAFETY AT WORK ACT 1974

The Health and Safety at Work Act 1974 (also referred to as HSWA, the HSW Act, the 1974 Act or HASAWA) is the primary piece of legislation covering occupational health and safety in the United Kingdom.

The Health and Safety Executive (HSE), with local authorities (and other enforcing authorities, which includes ORR) is responsible for enforcing the Act and several other Acts and Statutory Instruments relevant to the working environment.

HOT WORK

Hot work includes welding, grinding, cutting metal, forging and blacksmithing. It must be ensured that there is no flammable material around the work area. Also, when welding, it is important to remember that the welder will be wearing goggles or a hard mask with very dark eye protection, therefore trip hazards must be eliminated. When welding using arc-welders beware of the ultra-violet light that can cause arc-eye, a very painful condition. Screens must be erected to shield other staff from seeing the arc. Please remember arc-eye can be caused by any form of ultra-violet light although welding torches are the most common source.

Welding and cutting metal also produces fumes that are potentially harmful and adequate ventilation must be provided.

HOURS AND DAYS AVAILABLE FOR VOLUNTEERING

The Museum is currently a small portable mobile museum which currently attends a small number of events throughout the year with the majority of work currently being undertaken behind the scenes during the week and weekends. This is currently being undertaken until the museum has acquired land or premises. However, there are many opportunities for volunteering at the moment from helping behind the scenes with writing policies, procedures and documents, preparing displays for the portable mobile museum stand, restoration of LMS Ventilated Goods Van, restoration of Platform Trolley and much more. As and when the Museum grows more volunteer opportunities will arise and amount of days and hours will slowly increase accordingly.

At the moment the CIO does not require volunteers to commit to certain roles or days, for certain number of hours, or for a particular frequency in order to be welcomed as a new volunteer. However, as we slowly grow a number of roles will require some commitment in advance due to their nature and volunteers should agree to inform the relevant person as soon as possible if they cannot carry out the task. This would include being 'Duty Controller/Duty Manager/Manager of the Day' to open the Museum at the weekend, assisting with a school visit, etc.

HYGIENE

Catering tends to be the one area where hygiene is seen as the important factor. However, prolonged exposure to oil and grease can lead to dermatitis or more serious illness. It is important to minimise contact with the skin where possible – using a barrier cream may help. Always wash your hands well before tea and meal breaks and use of toilet, and reapply barrier cream before returning to work. Change and wash soiled clothing regularly. Frequent washing will remove the skin's natural protective system and the use of after-use skin care is strongly recommended.

INFORMATION TECHNOLOGY INCLUDING THE USE OF COMPUTERS, EMAIL AND THE INTERNET

- 1) The Gloucester Railway Carriage and Wagon Museum Information Technology (IT) policy has been formulate within the legislative framework of the Copyright Act, Data Protection Act and the Health and Safety at Work Act.
- 2) IT covers all areas and aspects of data exchange collation, transmission, display, use and manipulation of data by any of the following;
 - a. Computers
 - b. Modems
 - c. Faxes and
 - d. System networks
 - e. Mobile Telephones and associated technology

THIS LIST IS NOT EXHAUSTIVE

- 3) Heads of Department should maintain an up to date list of all principal users of each item of IT equipment including software within their department. Principal users are responsible for informing their Heads of Department of any request to relocate the equipment. It is the responsibility of principal users to ensure that IT equipment and information under their control is protected appropriately.
- 4) Training is to be directly related to the needs of each post holder, based on their skills in IT and an assessment of what is necessary to fulfil the requirements of that post. In house-training is to be provided where possible.
- 5) There is no legal limit to how long members of staff should work at a Visual Display Unit (VDU), but they have the right to breaks from work using a VDU. These do not have to be rest breaks, just different types of work. Guidance from the Health and Safety Executive (HSE) suggest it is better to take shorter breaks more often at the workstation than longer breaks and less often, for example a 5-10-minute break after 50-60-minute continuous screen and/or keyboard work is likely to be better than a 15-minute break every two hours.
- 6) When working at a VDU make sure you can sit in a comfortable position, and keep good posture. Your eyes should be level with the screen. Make sure you have enough space and do not sit in the same position for too long.
- 7) There will be a small number of computers within the research facility for members of the general public to use for research into our archives and archive systems, these can and will have set privileges and restricted usage if and when required.

INSURANCE

Volunteers will be covered by the CIO's 'Employer's Liability' insurance policy, subject to limitations and exclusions.

JUNIOR/YOUNG VOLUNTEERS

No member under the age of 18 is permitted to work on their own. Such members will be paired with at least one volunteer over 18 experienced in the task ahead. No volunteer under the age of 16 shall be permitted to work in any safety critical role/area.

LINESIDE PHOTOGRAPHIC PASS

- 1) Lineside Photographic Passes are mandatory for any photographer wishing to take photographs from designated lineside areas within the Gloucester Railway Carriage and Wagon Museum boundaries.
- 2) It will be mandatory for photographers to attend a GRC&WM Personal Track Safety (PTS) course prior to a pass being issued; only a current Main Line Certificate would preclude this. There will be a fee charged to all photographers attending the GRC&WM Personal Track Safety (PTS) Course and this will cover printed materials/Handbook, their business card size Certificate and any other materials which the museum thinks might be useful to the photographer.
- 3) Following a satisfactory outcome from the PTS course, each photographer may be required to purchase or hire an ORANGE high-visibility tabard with a number on; this tabard should be worn at all times while the photographer is within the GRC&WM designated areas.

- 4) Anyone seen acting in a dangerous way, or putting their lives or others at risk will have their pass revoked and their tabard confiscated. Anyone found within the GRC&WM boundary without a pass and numbered tabard will be treated as a trespasser.
- 5) GRC&WM Lineside monitors are available to offer advice and guidance for significant railway events; they will be clearly identified, and be fully trained in PTS practice. The PTS pass will be valid for up to three years, as is the tabard, after this time you would be required to retake/resit the PTS course and accompanied exam.

LOCOMOTIVE FOOTPLATE AND CAB PASSES

- 1) Locomotive Footplate and Cab Passes will only be issued by application to the General Manager, Chief Mechanical Engineer or Traction Inspector AT LEAST 48 HOURS BEFORE THE TIME REQUIRED. Applicants must be aware that a number of specific criteria need to be satisfied before a pass is issued; the General Manager's decision is final.
- 2) Passes are issued in accordance with the conditions shown on the appropriate form. If the applicant is not in possession of a current GRC&WM ID Card and a GRC&WM Personal Track Safety Certificate (PTS) or a PTS issued by, a recognised authority they are to be accompanied at all times by a qualified member of staff.
- 3) Visitors are not to have consumed alcohol within the nine hours prior to their visit or be under the influence or in possession of drugs.
- 4) Travel on the Footplate is only possible for those with special Permission and those over 16 Years of Age.

LONE WORKING

Lone working must be undertaken by those 18 years and over. Any lone worker must inform the relevant Head of Department or designated manager in advance of carrying out any lone work, and also on reaching the site where intending work and on leaving. In the event of the lone work extending over several hours with no other staff around, the worker should report every two hours by phone. Telephone numbers of all relevant officers should be stored by lone workers on their mobile phones. Text messages to managers' mobiles are also acceptable. Lone workers must not carry out any high-risk or safety-critical tasks (e.g. chainsawing or working at height).

LONG SERVICE AND SIGNIFICANT CONTRIBUTION AWARDS

- 1) The Long Service Awards recognises a valuable contribution made over time and will be celebrated by the issue of a Long Service Award Pass, Badge and Certificate.
- 2) The Significant Contribution award is for having made a significant contribution to the Gloucester Railway Carriage and Wagon Museum over and above that which could be normally expected from an individual, therefore entitling them to a Long Service Award and is recognised in the form of a Silver Pass.
- 3) Both of these awards will entitle the holder, accompanied by one other person, to a lifetime free membership to the Museum (with usual benefits) and a lifetime free travel on all of the service trains operated or ran on our demonstration line and discount on tickets to all special events.

These Passes are not transferable under any circumstances.

MANUAL HANDLING

Manual handling is all about technique and not strength. Always assess what you must lift. If you think it is too heavy or too awkward that it probably is, and you should seek help. There is no safe limit for lifting. Using a poor technique makes you as likely to injure your back with 3Kgs as with 20Kgs. The best approach is to eliminate or reduce the risk. You can do this by:

- i) Technique
 - i. Keep your back straight
 - ii. Bend your knees
 - iii. Do not twist your spine
 - iv. Make sure it is not too heavy
- ii) Observation
 - i. Ensure no trip hazards
 - ii. No obstacles likely to impede on progress
 - iii. Make sure you can see your route
- iii) Assistance
 - i. Have someone help you
 - ii. Use a lifting aid
 - iii. Having someone guide you

Remember multiple small injuries over time can add up to serious back in later life.

(GRC&WM) MEMEBERSHIP, CLUBS AND OTHER TYPE GROUPS

Only paid-up members of the Gloucester Railway Carriage and Wagon Museum (GRC&WM) will be permitted to work on sites owned, managed or otherwise by the Museum (or external sites where the railway is active for whatever reason).

Since the formation of the Museum in 2016 it has had an official membership. Members receive various benefits in return for a yearly subscription, which provides important financial assistance to the CIO. We plan to hold at least one special weekend a year for members of the Museum which will involve special activities, refreshments, behind the scenes tours, etc.

The Museum also plans to create a number of in-house clubs and other similar groups to offer further financial assistance to the CIO, this will include a 'Patrons' club again with a number of benefits unique to the 'patrons' group. The 'Patrons' group will also share the members weekend.

It is not a mandatory requirement that volunteers at the Museum must also be members of the 'Patrons' or other similar group but they must be a member of the standard Museum Membership as mentioned above and elsewhere.

If you are not a member of the 'Patrons' club or other similar group, it is still important that you are aware of them in case members of the public enquire about them. If you volunteer 'front of house' at the Museum or museum relate activities, we would like to you to be able to spread the word about membership and the different

type(s) of memberships available to help us attract new members, even if you yourself are not a member of the respective club or group.

MOBILE PHONES

- 1) Contact with-on train crews should be done through the Guard. On the grounds of safety, no calls should be placed to any member of footplate crew.
- 2) Footplate crew, machinery operator and road vehicle drivers should switch their mobile phones off whilst on duty and should not answer a call whilst in control of a locomotive, road vehicle or machinery.
- 3) Members of staff should keep calls on mobile phones to a minimum and use a landline wherever possible. The use of mobile phones by members of staff on trains should use the mobile phones provided and then only in an emergency or if required to report delays in train services.
- 4) If there are any concerns or questions relating to this policy please contact the General Manager.

NO SMOKING POLICY

- 1) The Health Act 2006, provides for the designation of smoke-free premises and vehicles. In summary, they have to be 'smoke free' when:
 - a. They are open to the public
 - b. They are used by more than one member of staff (even when they are not working together)
 - c. They are enclosed spaces (defined in the regulations (below) as having a roof and at least 50% surrounding wall space.
- 2) Under the Act, anyone who smokes in a designated smoke free area is guilty of an offence, punishable by a fine. For the Museum, there is a duty to stop people smoking in the designated areas. This requires the Museum to take 'reasonable steps' to cause people to stop smoking. Whilst not specified, it is understood that this duty would be discharged by signage and by a request from any member of our staff for the visitor to stop smoking.
- 3) Regulations made under the Act provide for the display of 'No Smoking' notices and specify the pictograms and wording to be used, and their size.

ORDERING GOODS AND SERVICES

- 1) No one other than authorised Heads of Departments may commit the Gloucester Railway Carriage and Wagon Museum to any cost. Only Heads of Departments may order goods and service on behalf of the GRC&WM. Invoices need to be received for goods ordered and payment should NOT be made out of takings.
- 2) Heads of Department should keep within the budget figure for the cost centre concerned unless duly authorised. For capital expenditure and other expenditure, it should be made in writing or via the appropriate form which can be obtained from the General Manager or Chief Mechanical Engineer and approval should be obtained in writing before purchasing.

PERSONAL IDENTITY CARDS

- 1) Any person working regularly at the Gloucester Railway Carriage and Wagon Museum must be in possession of a Personal Identity Card (GRC&WM ID) card to comply with the Railways (Safety Critical Work) Regulations 1994. The GRC&WM ID card must be shown on demand to any official of the Museum or any person lawfully requiring proof of the right to be at the Museum or demonstration line/railway.
- 2) Before an identity card is issued for the first time, a new member of staff (or volunteer) should complete a personnel questionnaire and all the appropriate induction and safety training required. On completion of the appropriate induction safety training the form will be followed, along with the training records and one passport size photograph to the GRC&WM Office.
- 3) Staff may use their GRC&WM ID to travel without charge on scheduled service trains on the demonstration line/railway. During busy times, staff should be prepared to give up their seat if fare-paying passengers are left having to stand.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

All working members, volunteers and staff involved in certain roles will require Personal protective Equipment and will be required to supply their own boots (a small number of spares may be kept in stores for emergency purposes only), though hard hats and hi-visibility vests are available on site. Hi-visibility clothing must be worn when working on or near the line. Hard hats must be worn when working with lifting equipment or when going under locomotives and rolling stock (if required).

- 1) Members of staff should wear protective clothing appropriate for the duty or task to be undertaken. Personal Protective Equipment (PPE) should be used when appropriate. Advice on protective equipment and clothing should be obtained from the Head of Department prior to starting a duty.
- 2) Heads of Department are responsible (in consultation with the General Manager or Chief Mechanical Engineer) for drawing up appropriate dress codes for their department.
- 3) Members of staff should conform to the dress code that is appropriate for their department or duty.

Personal Records

On joining the CIO, volunteers will be asked to complete a simple form with key contact information. Records of personal details will be kept securely in line with Data Protection legislation.

PERSONAL TRACK SAFETY

- 1) Personal Track Safety (PTS) training is necessary for all members of staff and other authorised persons working on or near the running line and associated areas of the museum's demonstration line/railway. The Museum expects that all members of staff, no matter in what capacity they undertake duties in the GRC&WM have undertaken specific PTS training appropriate to the task.

- 2) Persons should not go on or near the line (except at a level crossing or other designated crossing point) unless it is absolutely necessary in connection with their duties.
- 3) GRC&WM members of staff are reminded that their safety and that of others who may be affected by their actions should be their first concern.

PHOTOGRAPHIC CHARTER TRAINS

- 1) **Definition:** A photographic charter train is one hired for the principal purpose of photography rather than for travel, dining or steam/diesel enginemens courses (Driver Experience). The photographic charter may be a passenger or goods train and may run empty or carry members of the charter party as fare paying passengers.
- 2) **General Principles:** The Museum welcomes the opportunities to run and operate photographic charter trains, providing they are operated safely as specified by the GRC&WM Safety Management System, the Rule Book or any other safety guidelines and instructions. A photographic charter train has also to be run profitably and without detriment to publicity advertised services or the maintenance of the Museum and demonstration line/railway, this means that the Photographic charter party will be required to cover the costs of fuel (coal, diesel, water, oil, etc) and contribute to the cost of running repairs which goes directly back into the Museum organisation to fund such repairs and consumables.

PLANT, TREES AND ANIMALS

The Museum manages the plants, trees and animals on museum and railway land so that museum and railway operations are kept safe and balanced with the museum and railways environmental obligations.

1) Keeping the museum and railway safe

- a. Trees and plants can reclaim land and in turn can cover up signals, damage buildings, fall on tracks and foul overhead power line and prevent from getting to places safely when trains are passing.
- b. The GRC&WM keeps the area between the rails completely clear so that the GRC&WM is able to run a safe and reliable demonstration line/railway for passengers and enable an efficient maintenance programme. From the track boundary fence, the side of plants changes with smaller plants closer to the track and larger trees further away.

2) In partnership with the community

- a) When in doubt the GRC&WM will take advice on which species of plants and trees should be allowed to grow safely next to the demonstration line.
- b) As well as the demonstration line/railway trees and plants could grow around the buildings that are to be built and that are already in on the site and therefore, the GRC&WM will manage, control and clear the sites accordingly.

- c) When appropriate, the GRC&WM will work on the plants and trees near the museum and railway during the day between Monday and Friday. Sometimes some work may be necessary to carry out at night or over weekends.

PRIVATE USE OF GRC&WM PROPERTY

- 1) The property of the Gloucester Railway Carriage and Wagon Museum is not for private use. The following list shows examples of GRC&WM property:
 - a. Locomotives and rolling stock
 - b. Road vehicles
 - c. Buildings and land
 - d. Telephones
 - e. Mobile phones
 - f. Fax machines
 - g. Photo copiers
 - h. Computers and laptops
 - i. Stationary supplies
 - j. Buffer supplies

THE LIST IS NOT EXHAUSTIVE

- 2) In exceptional circumstances, it is recognised that there may be a need for a member of staff to make use of certain facilities. If this situation should arise then permission should be authorised in writing and in advance from the Head of Department supervisor or line manager.
- 3) If GRC&WM owned equipment has been installed in your home you should ensure that it is not damaged in any way. If the equipment is stolen or lost, it should be reported immediately. It may be required that you reimburse the GRC&WM for any costs incurred if lost or damage is as a direct result of your negligence. If the equipment is no longer needed at home, or your involvement with the GRC&WM is terminated, the equipment should be returned immediately.
- 4) If there are any concerns or questions relating to this policy please contact the General Manager.

PROBLEM SOLVING PROCEDURES

Problems may occur when:

- A volunteer has a grievance (see Discipline and Grievance Policy) with the CIO or a specific person within the organisation.
- The CIO is aware of a problem concerning a volunteer.

What to do if you, the volunteer, has a problem with the CIO/ a CIO member.

The types of things you might bring up are:

- If you feel that you or someone else in the GRC&WM has been harassed, bullied or discriminated against by a member of staff, volunteer or member of the public.
- You think you have been asked to do things that you have said you do not want to do.

- You think you are not being treated fairly by the GRC&WM, staff or other volunteer.

FIRST:

Tell the person who is responsible for the area in which you are volunteering, within 14 days. If it involved them, or if this is too difficult, please tell a Trustee instead.

We always try to sort things out informally in the first instance, which means talking to each other and coming up with a recommendation that everyone agrees on. Sometimes this does not work, so we may need to have a more formal meeting where an independent person listens to you and the other person and decides what action should be taken. The responsible person should give a written response to you within 7 days (seeing advice from a Trustee if necessary). If you are not satisfied with this response, the responsible person should forward the case to the Board of Trustees, who should respond to you within a month.

If the GRC&WM has a problem with what you, the volunteer, are doing:

We might have a problem if:

- You are not doing the tasks we need you to do.
- You do not follow the policies, procedures and guidelines we as you to use – for example health and safety, child protection/safeguarding.
- You are behaving in a way that makes us look bad to visitors/members of the public.

FIRST:

The GRC&WM member will tell you as soon as there are any problems and will say exactly what the GRC&WM want you to change. We will then agree with you on how to move on.

If we still find things are not improving, we will talk to you about this and then write down exactly what we identify as the problems. If we cannot resolve the issues then ultimately, we will ask you to stop volunteering with us. You will be given a formal letter covering all the points of concern and one will be kept on your confidential file for a set period of time.

There are some occasions where we will not be able to offer any support or the opportunity for you to change your behaviour or practice. These include if you:

- Threaten, abuse or attack any of our staff, volunteers, contractors, visitors or members of the public.
- Break guidelines in policies with legal or safety implications, e.g. wilful disregard of health and safety procedures and the GRC&WM's 'Safeguarding and child protection policy'.
- Commit any crime against the GRC&WM, such as theft.

Making complaints

If you wish to challenge any decision relating to you that comes out of the above processes then you can complain to the Board of Trustees. The Trustees are all volunteers and they will consider whether that we have done is fair and in line with GRC&WM policies. You would have to show that this is not the case. You would need to write your complaint out and give it to us within a week of us giving you the decision. The Board's decision is final; you will get a letter explaining it to you within a week of us getting your letter.

RECRUITMENT OF EX-OFFENDERS

- 1) The Independent Safeguarding Authority (ISA) and Criminal Record Bureau (CRB)/Disclosure and Barring Service (DBS) have a Code of Practice that requires all Registered Bodies to treat disclosure applicants who have a criminal record fairly and not discriminate because of a conviction or other information revealed. It also obliges Registered Bodies to have a written policy on the recruitment of ex-offenders; a copy of which is currently being written and when available can be given to Disclosure applicants at the outset of the recruitment process.
- 2) The GRC&WM will use the CRB/DBS Disclosure Service to assess applicants' suitability for positions of trust; the GRC&WM will comply fully with the CRB/DBS Code of Practice and will undertake to treat all applicants of positions fairly.
- 3) The GRC&WM reserves the right to assess the risk of employing ex-offenders in certain roles to ensure security when handling cash and the safety of staff members and customers.

REFRESHMENTS

The Museum will provide a café for staff, visitors and others to use. However, this may not always be in operation and therefore there will also be a Mess Room provided for all staff and will be open to all Departments where staff can reheat meals, make tea and coffee and generally relax.

RESPONSIBILITIES

The Trustees understand and acknowledge their responsibility with regards to the safety of staff, contractors, passengers, visitors and anyone else who may be affected by the Museum and railway's operations. They further acknowledge the responsibilities of the managers of the museum and railway. It must also be understood that all staff have a responsibility to ensure they carry out their duties and roles in a safe and responsible way. In fact, we all have a legal obligation to do so. Managers are charged with the duty to ensure their staff operate in a safe way, are adequately trained and regularly briefed on situations which may have an impact on safety.

Equally all staff must be aware and prepared to stop unsafe actions. They must also assist passengers, visitors, their colleagues and themselves to ensure safety remains paramount at the museum and railway.

SAFETY MANAGEMENT SYSTEM

- 1) The Office of Road and Rail (ORR) through the approved Gloucester Railway Carriage and Wagon Museum Safety Management System (SMS) regulates all railway operations and activities that may involve locomotive, rolling stock movements, carriage of passengers and all safety requirements related to them.
- 2) All printed copies of the SMS must be considered as **Uncontrolled** and therefore may not be up to date. **Controlled** copies of the SMS are available on the GRC&WM Working Members social media page, through Heads of Department, General Manager, and when possible Heritage Operations Processing (HOPS) online.
- 3) All members of staff should familiarise themselves with its contents.

SAFETY POLICY

The policy of the museum and railway is to always operate in such a manner as to ensure so far as it is reasonably possible to do so, the safety and welfare of its staff, passengers, visitors and other people affected by its operations.

In managing the business and training, the highest priority will be given to safety management. Through regular review of safety management and dialogue with staff, the museum and railway will seek overall continuous improvement in safety, taking into account the changing circumstances.

The museum and railway aims to meet the requirements of the relevant legislation and will take note of the recommendations of RAIB accident inquiries and of good practice on other railways.

Our Safety Management System (see above) will be subject to periodic review to ensure that it is effective in delivering these requirements.

Proven failure on the part of anyone to observe health and safety rules will be considered a disciplinary offence.

SICKNESS REPORTING AND MONITORING

- 1) It is vital to the success of any organisation that it has a healthy workforce and health promotion can play an important part in preventing sickness absence. Health promotion will be part of the Gloucester Railway Carriage and Wagon Museum sickness absence policy to raise awareness of health issues when considered appropriate. As individuals, members of staff might be absent from work through illness. Line managers/Heads of Departments are encouraged to manage and monitor sickness absence and other members of the team need to cover outstanding tasks left by absent work colleagues as well as their own work. Sickness absence affects everyone.
- 2) The GRC&WM has a proactive approach to the management of sickness absence, and the promotion of health awareness. No member of staff will be expected to come to work when they are ill. The following management practices have been adopted, and these will be followed if appropriate:

- a) Return to Work interviews
- b) Providing individual absence records for all members of staff
- c) Setting interim trigger points for line managers/Head of Departments to take action in cases of repeated short-term absences
- d) Recording absences to the nearest half-day and, in long-term absence cases earlier referrals to a Doctor or, if considered appropriate, a health adviser.

SIGNING ON FOR DUTY

- 1) All members of staff must sign on at an appropriate signing on point before the commencement of any duty. When signing on, members of staff are confirming to the Gloucester Railway Carriage and Wagon Museum that they are:
 - a. That they are well rested, and are fit and qualified to carry out their assigned duties.
 - b. That they are free from the influence of alcohol or any drugs obtained or prescribed that may affect their performance and safety and the safety of others. For further details, see the GRC&WM Drugs and Alcohol Policy.
 - c. That they agree to conform to the Rules and Regulations of the Gloucester Railway Carriage and Wagon Museum. For further detail, see the Staff Guidance Policy.
- 2) Once signing on is complete all members of staff will be covered by the necessary Gloucester Railway Carriage and Wagon Museum Insurances; this is an important Health and Safety requirement.
- 3) Members of staff should liaise with their Head of Department to ascertain the location of the appropriate Signing On point.
- 4) At the end of a duty turn, it is important that members of staff sign off (preferably) at the same signing on point. This provides a record that they are no longer on duty and, of an emergency should occur, valuable time would not be wasted in trying to ascertain their location.

STAFF AWARENESS WHEN CARRYING OUT WORK PLACE ACTIVITIES

Members of staff carrying out work place activities should be aware of some of the more unusual problems that may be encountered.

- 1) **Sharps and Needle Stick Injuries**
 - a. Injuries from discarded sharps and needles are uncommon but all members of staff should be made aware of the potential risks and dangers they pose when working in certain situations. Appropriate personal protective equipment especially gloves and boots should be worn and great care taken. Any discarded sharps or needles recovered should be placed in an appropriate container for safe disposal.
- 2) **Snake Bites**

- a. Bites from English snakes are not normally considered by the medical profession as dangerous. It can be more dangerous if bitten on bare skin rather than through clothing.

3) **Weil's and Lyme Disease**

- a. **Weil's disease** occurs when human are affected through contact with water, food, or soil containing urine from any infected animal and is usually associated with rats. This may happen by swallowing contaminated food or water or through skin contact. Although rats, mice and voles are important primary hosts, a wide range of other mammals including dogs, deer, rabbits, hedgehogs, cows and sheep are also able to carry and transmit the disease as secondary hosts. Early symptoms are fever, muscular aches and pains, loss of appetite, nausea when lying down.
- b. **Lyme disease** is transmitted through the bite of a tick and is a bacterial infection that can affect almost any part of the body. Although Lyme disease is the most well known of the tick-borne infections, multiple infections can be transferred at one time by a single tick. Care should be taken when working in bracken and long grasses. After a person becomes infected, the person may develop a resulting skin rash. Sometimes later a chronic rash can occur, with fever, headache and pain in the muscle and joints. Some infected people may not experience any noticeable symptoms at the time of infection.

4) **Action Required**

- a. If anyone has come into contact with suspicious material or is bitten, they should stop work at once and report to the team leader or supervisor who will ensure that they are taken immediately to either the nearest doctor or hospital. They should be accompanied by another member of staff.
- b. Any infected person may be kept in hospital over night.
- c. The incident must be recorded on the Accident Form/in the Accident Book.

STAFF GUIDANCE

- 1) The Museum endeavours to provide a safe and enjoyable working environment free from discrimination and harassment both in behaviour and attitude. It is important that all members of staff are aware of the provisions of equal opportunities legislation.
- 2) The Museum recognises current employment legislation, and takes advice and guidance of ACAS on best practice. The GRC&WM also recognises the Independent Safeguarding Authority when dealing with issues connected with young and vulnerable people. The GRC&WM has appropriate policies covering such areas as Health and Safety, which are in line with the Health and Safety Executive (HSE) guidelines.
- 3) The GRC&WM Safety Management System (SMS) and Rule Book sets down the Rules, Regulations, Appendix Instructions and Signalling Regulations; copies of the Rule Book are available to all members of staff whose duties require them to operate within these regulations.

- 4) The GRC&WM Policies, Volunteer Staff Handbook sets out the Employment and Health and Safety requirements relating to the operating conditions and rules of the GRC&WM. These publications should be read in conjunction with the Safety Management System (SMS) and appropriate Training Manuals.
- 5) There are specific mandatory GRC&WM Rules and Regulations applicable to operating grades including Footplate Crews, Signalmen, Guards, and others as needs arise, these are for the operation of the demonstration line/railway.
- 6) As and where applicable competency and safety training is provided; the museum ensures that members of staff renew competencies and training when required. Members of staff should be prepared to consult GRC&WM training manuals and instructions to ensure that they are aware of any changes to best practice and competency.

STAFF PURCHASES

- 1) Members of staff should not ask for credit under any circumstances.
- 2) A 10% discount will be allowed at the Gloucester Railway Carriage and Wagon Museum Shop(s) and Catering outlets on production of a valid GRC&WM Identity (GRC&WM ID) card.
 - a. This facility is not available on special catering or dining occasions.
 - b. Members of staff should not purchase alcohol when in uniform or on duty.
- 3) If there are any concerns or questions relating to this policy please contact the General Manager.

STAFF WORKING ALONE

- 1) This information is for members of staff and contractors whose duties may from time to time mean they have to work alone and not be in regular contact with others. This document provides advice and guidance when these duties require them to be on or near the running line or working away from public areas but still on Gloucester Railway Carriage and Wagon Museum land or property.
- 2) All members of staff working alone should ensure that they are aware of the relevant health and safety legislation, are fully trained on how to raise an emergency alarm, know where their nearest place of safety or means of escape is and what to do should an emergency arise.

General Rules

- 1) Any member of staff or contractor having to work alone should be in possession of a work plan and method statement approved in advance with Head of Department, supervisor or the General Manager.
- 2) All members of staff including contractors planning to work alone on or near the running line should have a current GRC&WM Personal Track Safety (PTS) certificate or a PTS approved for work on/at the GRC&WM. They should also have authorisation to do so from the Head of Department or supervisor. If the Head of Department or supervisor is not available then authorisation should be obtained from the General Manager.

- 3) All members of staff should sign on at the beginning of any duty turn and sign off at the end of the duty turn; signing off is critical as it shows that the task in question is complete and that they have left the work area and are safe. This is a mandatory requirement as it provides a log of who is on or about the museum and/or railway areas and where they are in the event of a fire or other emergency.
- 4) If, for any reason, the lone worker feels unwell work should stop immediately and they should report to the Duty Officer/Duty Controller/Duty Manager/Manager of the Day or Signaller who will inform the Head of Department, supervisor and if appropriate the General Manager.

When no Public Services are Scheduled and/or Museum is closed to the Public

- 1) Any Member of staff or contractor planning to work alone on or near the line or away from public area but still on GRC&WM land or property during these periods when no public services are scheduled or the site is closed to public should not assume that the railway or site is clear and not in use. Anyone considering working alone during these periods should file a work plan and method statement in advance with Head of Department, supervisor or the General Manager.

Implementing an Emergency Procedure

- 1) If the ‘estimated time off’ or ‘next time of contact’ is exceeded by a pre-arranged margin the following action is to be taken:
 - a. If the lone worker has failed to acknowledge all attempts to contact them by telephone and all other methods of making contact have failed the nominated point of contact is authorised to implement the necessary emergency procedures as set out in the GRC&WM Safety Management System and Rule Book.
 - b. Any abuse of the system will be dealt with by the General Manager or in their absence the Head of Department.

If there are any concerns or questions relating to this policy please contact the General Manager.

TASK DESCRIPTIONS

Below are some of the different areas in which volunteers can and will be able to help and assist in within the GRC&WM. Volunteers are not restricted to specific roles within the CIO and many volunteers could carry out multiple tasks in different areas, depending on the current needs and different projects occurring.

<p>Museum – Front of House, Visitor Guides, Special Events:</p>	<ul style="list-style-type: none"> - Opening the Museum at weekends (and selected days throughout the year) to ensure it is open for visitors – being a ‘Duty Manager’. - Meeting and showing visitors around the museum to enhance enjoyment of their visit. This can include taking visitors around vehicles. - Assisting with group visits. - Selling souvenirs from the museum shop.
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	<ul style="list-style-type: none"> - Special Events: Assisting with the organisation and running of public events such as Santa, ‘Patron’s Weekend’, 1940’s Weekend, etc. - Administration and Publicity – marketing and distribution of leaflets and other materials for the museum and demonstration line/railway.
Museum – Maintenance, Displays and Restoration Projects:	<ul style="list-style-type: none"> - General housekeeping of the museum premises, building and maintenance of exhibits and displays. - Restoration projects on rolling stock and museum artefacts such as working on the LMS Ventilated Goods Van M187085. - Assisting in updating existing displays and developing new ones. - Museum documentation projects – cataloguing and digitalisation of the collection. - Cleaning of the collection of rolling stock on display within the museum and those being used on the demonstration line/railway.
Workshop Activities:	<ul style="list-style-type: none"> - Assisting engineers, carpenters and others with current projects. - General cleaning/tidying in workshop areas.
Demonstration Line/Railway:	<ul style="list-style-type: none"> - Training and becoming a Cleaner, Firelighter, Fireman, Driver, Travelling Ticket Inspector, Guard, Crossing Keeper, Signaller, Porter or Booking Clerk on the demonstration line/railway - Administration and Publicity – marketing and distribution of leaflets and other materials for the museum and demonstration line/railway. - Assisting with Special Events.
Children’s Activities and Educational Visits:	<ul style="list-style-type: none"> - Assisting with school groups visiting the museum – leading activities and showing groups around the museum. - Development of new National Curriculum teaching resources and informal children’s activities - Assisting with craft activity sessions in school holidays.

THE RULE BOOK

1) The Supply of Operating Rules, Regulations, Notices and Instructions.

- a. Member of staff carrying out safety critical duties connected with the operation or maintenance of the various roles and activities including those relating to the operation of the demonstration line/railway should be supplied with, and have with them on duty, a copy of the Gloucester Railway Carriage and Wagon Museum Rule Book. They should also have it with them when on duty, a copy of any other operating publications and notices required, for the safe and proper performances of their duties.

- b. Drivers, second men/firemen and guards should obtain and sign any notices relating to the lines over which they work.
- c. Any member of staff who loses any publication issued to them should be supplied with another as soon as practically possible.
- d. Members of staff must comply with these Rules, Regulations and other instructions of the GRC&WM as applicable to them. Any infringement or occurrence affecting safe and proper working should be reported immediately.

TRAIN MOVEMENTS

Many tasks will be undertaken in operational areas of the museum and railway, either when trains are running or shunting is occurring, or when no movements are occurring. Train movement involve motive power and rolling stock for the purpose of shunting, works trains, passenger trains and goods trains. Light engine movements are also covered. Regulations affecting these will be dealt with separately in the Museum's Rule Book.

Volunteers working on operational areas of the museum/railway need to be aware of all train movements and take appropriate action.

Footplate staff will give audible warnings of loco/train movements.

All volunteers working within 3 metres of a train or rolling stock movement must when informed stop work, stand well clear, acknowledge by raising one arm vertically above your head to the Driver or Guard that he/she is aware of the proposed movement and must remain stationary until it is safe to resume working.

The operation of steam and/or diesel locomotives, including road railers, is a specialist and safety critical area of work. It has its own set of rules and only qualified drivers are allowed to operate such vehicles. Only drivers, firemen/secondmen or supervised trainees may normally be permitted to use controls on the footplate, except when visitors are being offered driver experience courses.

TRAINING, INFORMATION AND INDUCTION

All staff will receive the required training to carry out their duties. Most duties will have specifically designed guidance notes and instructions, and most have some mention in the Rule Book. The Museum produces a Safety Management System (SMS) that will be regularly updated. This document point the way to Museum policies which cover all areas, ensuring methods of work are safe. Some of these policies are paraphrased in this booklet as an introduction. Remember the Museum is a vertically aligned hierarchy and all staff belongs to a department and have a Manager/Supervisor/Head of Department. The member of staff must work through that department and not act independently

- If you would like to find out more about volunteering at the Museum, the first step would be for you to arrange a visit to us so that we can show you around and discuss the various opportunities available and on offer. You are welcome to attend to see what activities may be of interest to you.

- New volunteers will receive appropriate Health and Safety training in line with the GRC&WM's 'Procedure for the Induction of Staff, Volunteers and Contractors'. All new volunteers will be required to undergo this briefing before the commencement of volunteering.
- Volunteers will be encouraged to develop their own areas of interest and expertise and the CIO will seek opportunities for volunteers to attend training and networking events where appropriate, although this will not be compulsory.
- There will be various tasks which would require specific training which would be undertaken as and when required.

TRAINING COMMITTEE

- 1) The Gloucester Railway Carriage and Wagon Museum will set up a Training Committee (TC) which will be made up of a small group of members who will manage the training needs of the Museum, including mandatory training for all safety critical grades.
- 2) The TC will be a centralised training group formed to guide and facilitate Heads of Departments (HoD) and section leaders to ensure staff is trained appropriately to satisfy the requirements of the Safety Management System (SMS). It is essential for the well-being of the GR&WM that appropriate training is identified and carried out effectively in support of business requirements.
- 3) All funding for training will be managed by the TC. The TC is a core committee with the delegated authority of the General Manager.

TRESPASSERS

On a railway operating day, or when trains are running, the railway may experience trespassing. Trespassers are often well-intentioned photographers or members of the public visiting the area and are not aware it is a working railway. If you see someone without hi-visibility clothing on or near the running line/track or carrying out any unsafe action you should:

- Inform the Signaller, Duty Controller/Manager of the Day
- Advise the signaller, Duty Controller/Manager of the Day you are going to escort the person away from the line if the signaller, Duty Controller/Manager of the Day agrees.
- Escort the trespasser to a place of safety.
- Ask for their authority to be there or a PTS card.
- Always remain friendly and if they have no authority escort them politely off the premises.
- Point out that they would be welcome to attend a training event at the railway to obtain a PTS card and if appropriate, a photographer's pass.
- Avoid confrontation and back off from threats of abuse or violence. If you can collect any evidence, car registration number or photograph, please do.
- Advise the Signaller, Duty Controller/Manager of the Day once this procedure has been completed.

TIDINESS

Untidy areas not only create a poor image of the museum for our visitors and passengers but may also contribute to a number of slips, trips and/or falls. Please always tidy up your workspace/worksite. Clear up all spillages with the appropriate methods. Do not allow any accumulation of waste materials, especially if flammable.

TOOLS AND EQUIPMENT

As a Railway/Transport Museum that may or may not operate a demonstration line/railway it has a large number of tools and equipment for the restoration, maintenance and manufacture of components, parts, rolling stock or otherwise and this includes a number of old but perfectly serviceable tools. However, even newer machines can be dangerous, and it is therefore a requirement for all staff using this equipment to be competent and that competency must be kept up to date which is continued (see – Accreditation-Required Activities & Equipment).

Mains voltage powered tools and equipment must be PAT tested and have a label fixed to them showing when they are next due to be tested. For this reason, the use of privately owned tools will be discouraged unless the above is followed as well as a record of power tools brought on site must be recorded.

UNIFORM/CLOTHING

Museum

It is preferable that volunteers working in the Museum as Front of House and Visitor Guides will wear clothing of the type sold by the CIO (e.g. GRC&WM – G-plate, M187085, GRC&WM – Crest), to identify them to visitors.

Workshop

For practical reasons, volunteers working in the workshop are not required to wear this type of ‘uniform’, but CIO branded boiler suits/coveralls/overalls.

Demonstration Line

All on-train staff are required to wear GRC&WM uniform in the form of traditional style clothing with GRC&WM Tie, or GRC&WM branded clothing with dark trousers/shirt and smart Safety Shoes/Boots. For practical reasons, volunteers working on the footplate/cab are not required to wear this type of ‘uniform’, but CIO branded boiler suits/coveralls/overalls, where possible and if applicable.

Unfortunately, the CIO are unable to provide clothing for volunteers free of charge, but it is available to purchase at cost price.

UNPAID LEAVE OF ABSENCE (of employees)

- 1) Leave without pay may be granted at the discretion of the General Manager subject to the following guidelines:
 - a. Unpaid leave will not be granted until all paid leave has been taken.

- b. Unpaid leave will not be granted where the member of staff could reasonably have been expected to have foreseen the need for such leave and would have been in a position to have reserved part of his/her annual leave for the purpose.
- 2) In exceptional circumstances, the General Manager may authorise unpaid leave of more than one calendar month. Requests for unpaid leave in excess of one calendar month should be made to the General Manager.

WORKING AT HEIGHT

Accidents resulting from a fall can be very serious and it is important to assess the risk of working at height before work commences. The best approach is if in doubt...don't. Following the list below will help minimise the risk:

- Never set up a ladder or steps on soft ground.
- Always maintain three points of contact.
- Ladders must only be used as a platform for short periods, must be set up at the correct angle 4:1, be lashed securely at bottom and top or steadied by another person.
- Never lean away from the ladder or steps. The centre of your body must be aligned with the centre of the ladder.
- Always confine the work to be within your reach.
- If a platform is available use it instead of ladders.
- Never stand on the top 2 runs/treads of ladders or steps.
- Steps have a larger top run/tread which is a platform for tools, etc., not for feet.

WRITTEN POLICIES, PAPERS AND MANUALS

- 1) When individuals write Policies, Paper or Manuals for use by the Gloucester Railway Carriage and Wagon Museum, policies should be approved by the General Manager followed by the Board of Trustees. Once a policy has been approved it should be signed and dated where it will become the property of the GRC&WM
- 2) If the information used is from sources outside the GRC&WM then permission should be obtained from the author or author's agent and an appropriate acknowledgement given.
- 3) If there are any concerns or questions relating to this policy please contact the General Manager.

VOLUNTEER AGREEMENT

All volunteers are required to sign a 'Volunteer Agreement Form' when they join the GRC&WM to confirm that they will follow all relevant policies, procedures and other documentation. People interested in volunteering may attend the Museum or museum events 4 times as a trial period before deciding whether they wish to become a volunteer, at which point they will need to sign the Agreement. This Agreement is not contractually binding on either the volunteer or the GRC&WM and volunteers do not have an obligation to attend the Museum or commit to a minimum number of hours. Similarly, the CIO does not have an obligation to engage the volunteer. This is a

contrast to the obligations between employees and employers. However, for reasons of legality, organisation, safety and courtesy, the CIO does have policies and procedures in place that volunteers must adhere to.

YOUTH AND VULNERABLE ADULT PROTECTION POLICY AND WORKING GUIDELINES FOR MEMBERS OF STAFF (SAFEGUARDING POLICY & PROCEDURE)

The Gloucester Railway Carriage and Wagon Museum accepts that in all matters concerning youth and vulnerable adult protection, the welfare and protection of the young person or vulnerable adult is the paramount consideration. It is the Policy of the GRC&WM to safeguard the welfare of all young people and vulnerable adults and others involved in museum and railway activities by protecting them from physical, sexual and emotional harm.

Checking Members of Staff

- 1) As part of the Museum's recruitment procedure, any adult who will undertake a role that is deemed a 'Regulated Activity' of a frequent or intensive nature as per the Independent Safeguarding Authority and Criminal Records Bureau (CRB)/Disclosure and Barring Service (DBS) and have CRB check carried out.
- 2) Prospective members of staff who meet the above criteria will only be employed in regulated activities only after a CRB/DBS check has been completed. Any previous convictions that are reported in this check will remain confidential between Safeguarding Officer and the applicant unless it compromises the safety of other individuals at the museum in which case further consultation may be necessary with the General Manager (with the applicants consent and inclusion).

Procedures for Members of Staff in the event of a Youth or Vulnerable Adult Protection Issue arising.

- 1) All allegations/suspicious, made against museum members of staff are to be treated as strictly confidential and **must be referred immediately and directly to:**

The GRC&WM Safeguarding Officer – (name here)

Mobile Number:

E-mail:

- 2) No investigation or questioning is to be undertaken as to do so might jeopardise any further enquiry. All allegations/suspicious are to be referred no matter how insignificant that they may seem to be or when they occur.
- 3) If any information is received about any suspicious behaviour/circumstances, it **must** be immediately passed to the Safeguarding Officer and treated strictly confidential.

Code of Behaviour for Everyone Involved in Museum/Railway Activities.

Everyone involved in the Museum/Railway activities should follow the Museum's Principle of Good Practice as laid out in this Policy. They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse. Please keep what has been said, seen or passed onto the Safeguarding Officer confidential. Please do not gossip or listen to rumours as neither help the situation and may distort it.

Allegations

Never let allegations by a young person or vulnerable adult go unrecorded or unreported, including any made against you. If a young person or vulnerable adult does disclose to you, it is important to reassure them that what they have said will be taken very seriously and everything possible done to help. Immediately follow the course of action detailed in the GRC&WM Safeguarding Policy.

Harassment

Apart from the legal implications, managers, team leaders and supervisors must appreciate that people who suffer harassment or who are discriminated against will not participate fully to the team effort. Duties should be allocated without favouritism and according to completed up-to-date training and availability.

YOUTH LEGISLATION FOR THE EMPLOYMENT/VOLUNTEERING OF YOUNG PEOPLE

Volunteering can enhance a young person's education and by working within the current employment legislation, the right balance can be struck to ensure young people have a positive learning experience with the Gloucester Railway Carriage and Wagon Museum.

Employment of Young People and the Law.

- 1) Wagoneers are young volunteers. The rules applied to child employment whether paid or unpaid also apply to young people between the ages of 13 and 18 who volunteer.
- 2) The rules relating to the employment/volunteering of children and young people is covered by the Children and Young Persons Act 2008, which states "that any occupation where the aim is to make a surplus would be considered as a trade or occupation carried on for profit" and would therefore require complete compliance of child employment rules.
- 3) The GRC&WM is a not for profit organisation, but complete compliance with the law on child employment is still required for Wagoneers. This means that the number of working hours, rest breaks and annual leave for Wagoneers must be adhered to in order to comply with the current child employment law.
- 4) The only exception to the law is that as a not for profit organisation the GRC&WM are not required to obtain work permits for Wagoneers.

YOUTH POLICY

Youth Volunteer Co-ordinator

The Gloucester Railway Carriage and Wagon Museum will appoint a Youth Volunteer Co-ordinator to provide a point of contact for all young volunteer activities at the museum and to ensure that the GRC&WM Youth Policy is implemented and effectively monitored.

Safeguarding Officer

The GRC&WM will appoint a Safeguarding Officer in order to provide an independent point of contact for Youth Protection issues and to safeguard the welfare of all young persons (and vulnerable persons) and others involved in appropriate GRC&WM activities by protecting them from physical, sexual and emotional harm. The duties of the Safeguarding Officer (or in their absence the person delegated to deal with Young Protection issues) are outlined in the GRC&WM Youth Protection Policy.

Youth Volunteer Identity Cards

Youth Volunteer identity cards will be issued before a young volunteer can take part in any GRC&WM activity. The young volunteer should provide a passport style photograph for attaching to the GRC&WM ID card. The young volunteer GRC&WM ID card does not allow for same travel concessions as a full adult GRC&WM ID card; in particular, it is only valid for travel to and from or during supervised activities or travelling with a parent/guardian.

General

All young volunteers carrying out volunteer activities should obey any applicable Rules and Regulations specific to the Museum, Railway and its members of staff

SECTION 3: APPENDICES

GRC&WM POLICIES AND SUPPORTING INFORMATION

APPENDIX 1

What Are The Duties Of Trustees?

The Trustees have the ultimate responsibility for running a charity – for its property, finances and the employment of any staff or volunteers. Trustees have and must accept the ultimate responsibility for directing the affairs of a charity and ensuring that it is solvent, well-run and delivering charitable outcomes for the benefit of the public for which it has been set up. The trustees serve as volunteers, and receive no payment. Trustees work together as a team, and have collective responsibility. Trustees have the following areas of responsibility.

Ensuring Compliance – Trustees must ensure that their charity complies with:

- Charity law and the requirement of the Charity Commission as regulator. In particular they must ensure that the charity prepares reports on its work and submits Annual Returns and accounts as required by law.
- The requirements or rules, and the charitable purpose and objects, set out in the charity's own governing document.
- The requirements of other legislation and other regulators (if any) which govern the activities of the charity. This includes company law, employment law, health and safety legislation, legislation concerning racial equality, disability discrimination, equal opportunities, and for charities working with children or other vulnerable people, the range of legislation protecting those clients.
- The requirement for trustees to act with integrity, and avoid any personal conflicts of interest or misuse of charity funds or assets.

Duty of prudence – Trustees must:

- Ensure that the charity is and will remain solvent. This means that all Trustees need to keep informed of the charity's activities and financial position.
- Use charitable funds and assets wisely, and only to further the purposes and interests of the charity.
- Avoid undertaking activities that might place the charity's property, funds, assets or reputation at undue risk.
- Take special care when investing the funds of the charity, or borrowing funds for the charity to use.

Duty of Care – Trustees must:

- Exercise reasonable care and skill as trustees, using personal knowledge and experience to ensure that the charity is well-run and efficient.
- Consider getting external professional advice on all matters where there may be material risk to the charity, or where the trustees may be in breach of their duties.
- To fulfil these responsibilities properly, trustees should make sure that they keep up to date with what the charity is doing. They should give enough time and energy to the business of the charity, and meet regularly enough to make the decisions needed.

APPENDIX 2

EXTRACT FROM THE GRC&WM'S 'COLLECTIONS AND DEVELOPMENT POLICY'

Themes and Priorities for future collecting

The CIO will continue to collect, display and exhibit artefacts, documents, photographs and other material specifically relating to the following areas:

- The origins, development, evolution and historical significance of the original Gloucester Railway Carriage and Wagon Company, its successors and predecessors between 1860 and the closure of the Company in 1986.
- The history of Gloucester as a railway and transport manufacturing city, with particular reference to the original Gloucester Railway Carriage and Wagon Company Limited, Shackelford Carriage and Wagon Co. (Cheltenham) and their associated companies and organisations.

- The impact of railway, transport and haulage on the economic and social development of Gloucester and its surrounding area, including the city's industrial railways.
- The role of railways and transport in popular culture and leisure, through such things as toys and model engineering.
- The origins, evolution, development and history of local railway and transport preservation.
- The design, construction, operation and history of its core collection.
- Artefacts, documents and photographs that have an indirect connection with the history and heritage of the original Gloucester Railway Carriage and Wagon Company, its staff and other associated businesses and organisations.
- Historic rolling stock and other items relating to and in connection with the original Gloucester Railway Carriage and Wagon Company Limited.

The full Policy is available upon request.

APPENDIX 3

GRC&WM'S 'HEALTH AND SAFETY POLICY'

The CIO will provide a safe and healthy working environment for all employees and volunteers affected by the CIO's activities. Specifically, the CIO will ensure that:

- All staff and volunteers are aware they have the right to refuse to undertake tasks which they believe would be a risk to the health, safety and welfare of themselves or others, without fear of being unfairly disciplined.
- All staff and volunteers are aware they should not undertake tasks which they are not authorised to carry out.
- Effective communication on matters affecting health and safety is maintained through meetings and briefings.
- Fire arrangements are maintained to meet legal requirements.
- Identification of hazards, the assessment of risks associated with such hazards, and the implication of suitable control measures is undertaken.
- Health and Safety performance information is made available, reviewed and used for accident prevention.
- All staff and volunteers receive adequate information to carry out their duties with the minimum of risk.
- Suitable Personal Protective Equipment (PPE) is provided for all staff (including volunteers) exposed to risk to their health and safety that cannot be adequately controlled by other means.

The CIO will provide sufficient training and resources to enable staff to undertake work without compromise to their health, safety and welfare.

Plant and equipment shall be of a safe design, and inspected and maintained in line with appropriate specification and legislation.

The CIO will implement a robust procurement policy to control imported risk to health, safety and welfare from supplied products and services.

The CIO will maintain a robust system of self-regulation involving health and safety inspections, tours and audits, along with continuous monitoring in line with HSE HG(G)65 Successful Health and Safety Management.

The CIO will ensure that the needs of ongoing business development will not compromise the health, safety and welfare of staff and volunteers. A good health and safety performance record is of benefit to the CIO, whilst a safe and healthy environment protects and encourages our staff and volunteers.

This Health and Safety Policy Statement shall be updated when necessary.

APPENDIX 4

GRC&WM'S 'ELECTRICAL SAFETY POLICY'

In compliance with the Electricity at Work Regulations 1989, fixed installations and electrical equipment shall be constructed, used and maintained so as to prevent, as far as is reasonably practical, danger to personnel.

Electrical equipment shall be purchased from a reputable supplier, with consideration being given to its sustainability and foreseeable use, risks and work environment.

Procedures shall be in place for the safe use, maintenance, inspection, testing and repair of electrical equipment. Persons carrying out these activities shall be adequately trained and have applicable information, instruction and supervision. Risk assessments will determine the level of training and supervision required and the inspection and testing programme.

Fixed installations in the Museum

The installation, maintenance and testing of fixed electrical installation is the responsibility of the CIO. The staff and volunteers shall bring to the attention of the Trustees any damaged or unsafe wiring or associated equipment and any open access doors that should be locked.

Fixed installations on rail vehicles

The maintenance, inspection and testing of the electrical installation on vehicles owned by the CIO shall be in accordance with their Vehicle Maintenance Instruction, and is the responsibility of the Trust.

Electrical equipment

Portable electrical equipment shall be uniquely identified and be included in the maintenance, inspection and testing (PAT) regime.

The frequency of 'in use' inspection and testing shall be determined by risk assessment. As a guide, office portable electrical equipment shall be inspected biannually with maintenance equipment and equipment on vehicles inspected and tested annually.

Records shall be maintained of inspection and testing carried out.

Equipment shall only be used by competent staff for the purpose and in the environment for which it is designed.

On each occasion before use, users of portable equipment must ensure that the socket, plug, flex and casing are in good condition, that the equipment is suitable for the work and environment, and that they are competent to use the equipment. Any defective equipment shall not be used, reported to the CIO and labelled and required.

Staff and volunteers must ensure that cables are protected from damage.

Damaged or faulty electrical equipment shall be isolated from the power supply and brought to the attention of the CIO.

APPENDIX 5

GRC&WM'S SMOKING IN THE WORKPLACE

For the comfort, health and welfare of employees, volunteers and visitor, smoking is not permitted within the CIO's workplace, including buildings and vehicles, except in the designated smoking areas.

Staff who wish to give up smoking may contact the NHS who can offer advice on courses and self-help groups.

APPENDIX 6

GRC&WM'S 'EQUAL OPPORTUNITIES POLICY'

The CIO is committed to the promotion of equality and the elimination of unlawful or unfair discrimination on the grounds of gender, race, (dis)ability, colour, ethnic and national origin, nationality, sexual or gender orientation, marital status, responsibility for dependents, religion, trade union activity, political belief and age. The CIO will ensure that all existing and potential employees receive consideration appropriate to their individual needs.

It is the intention of the CIO's workforce should, wherever possible, reflect the local population and the wider community.

To ensure the policy is implemented, the CIO will take active steps to eliminate discrimination, to reduce the effect of past discrimination, and to promote equality in employment and volunteering. This will be achieved by:

- Ensuring all employees and volunteers are aware of the existence of the Equal Opportunities Policy and any Code of Practice or implications of the policy on any activity.
- Providing the necessary encouragement, guidance and training to employees and volunteers to implement the policy.
- Ensuring all existing and potential employees and volunteers are aware of their rights and responsibilities under the law.
- Developing good employment, volunteering opportunities and HR practices in pursuit of the Policy, ensuring that the requirements of this policy statement are incorporated into employment and volunteering processes such as recruitment and selection, contracts of employment, appraisal and promotion, training and development, disciplinary and grievance and redundancy.

- Ensure that Contracts for Employment require employees to comply with the spirit of the CIO's Equal Opportunities Policy.

All staff are responsible for the ownership and undertaking of their equal opportunities and responsibilities in accordance with the Policy statement and for its implementation within the framework of the GRC&WM's procedures and directives.

APPENDIX 7

GRC&WM Alcohol and Drugs Policy

GRC&WM will take all reasonable steps to ensure that employees, volunteers and contractors are made aware of the contents of this statement, together with the relevant sections of the Transport and Works Act 1992 and the implications therein. Furthermore, as a responsible employer, GRC&WM will have in place procedures to prevent, in so far as is reasonably practicable, any offence under the Act and a monitoring process to measure the effectiveness of such procedures.

In accordance with the Railway Group Standards RIS-8070-TOM Drugs and Alcohol, the following shall constitute instances of drug or substance misuse:

- The use of prohibited drugs as defined in the Misuse of Drugs Act 1971 [4]
- The abuse of prescribed drugs, proprietary medications or other substances
- The use of medication, prescribed by a doctor or advised by a pharmacist, which could affect work performance
- The consumption of alcohol

It is a requirement of the GRC&WM that no employee, volunteer or contractor shall:

- Report or endeavour to report for duty having just consumed alcohol or under the influence of drugs
- Report for duty in an unfit state due to the use of alcohol or drugs
- Be in possession of drugs of abuse on GRC&WM premises
- Consume alcohol or drugs whilst on GRC&WM premises

GRC&WM will not tolerate any departure from these rules and will take the appropriate action in the event of any infringement. Action will also be taken if help is refused. Where there is possession or dealing, action will involve the police.

GRC&WM will have a policy of assistance with the rehabilitation of staff with alcohol or drug related problems who voluntarily seek help. Any disclosure shall be treated in the strictest confidence, subject to the provision of current legislation. The CIO accepts that relapses may occur and any absence for treatment and rehabilitation shall be recorded as normal sickness. Such staff must, however, seek assistance at the earliest possible opportunity – subsequent discovery or a disclosure prompted by impending screening will not be acceptable.

Systems of ‘Due Diligence’ will be put into place to ensure employees and volunteers do not report for, or carry out work whilst under the influence of alcohol and/or drugs. Contractors must have in place such systems of ‘Due Diligence’ at least equal to those of GRC&WM.

General information about the effects of drugs and alcohol on safety and performance are available. GRC&WM shall measure the efficacy and adequacy of this policy as and when required.

P. Matthews, Chairman, GRC&WM..... Date.....

APPENDIX 8

Procedure for the Induction of Staff, Volunteers and Contractors

Policy

To define procedures for the induction of new staff and volunteers to ensure they have a full appreciation of the CIO, their role within it and systems they are required to work to.

PLEASE NOTE: Some of the information included within this policy and procedure is currently not applicable due to the current lack of permanent premises, once premises have been acquired by the CIO, the respective information will come into force as and when required and the policy and procedure also updated as and when required.

1. Scope

This procedure applies to all staff and volunteers. It also covered site specific induction for contractors and visitors to the workshop.

2. Planning and Implementation

When premises have been acquired visitors to the workshop and contractors will be briefed appropriately on hazards specific to the area where they are visiting/working. If working on a vehicle this will be done in accordance with the relevant maintenance manual.

Working in the Museum Yard

The purpose of the specific induction for the Museum Yard is to ensure that all

persons entering the Museum yard and Museum are briefed on the local hazards and rules applying to the Museum yard. This is in order to allow personnel to access the site safely and without putting themselves or others at risk.

No staff, volunteers or contractor shall be allowed to work in the Museum or yard until they have received an induction.

The induction process is carried out by a dedicated Volunteer Recruitment Officer, Authorised Person(s) or General Manager and covers the subjects identified below.

SAFETY POLICY

A copy of the GRC&WM Health and Safety Policy will be displayed on the Mess Room notice board, Office and all other relevant locations. All persons must comply with the statutory legislation. All staff, volunteers and contractors shall be briefed by the Chief Mechanical Engineer on risk assessments and safe systems of work applying to the work which they will be undertaking.

VISITOR BOOK/SIGNING ON & OFF

All staff, volunteers and contractors must sign in and out/on and off duty by using the required Staff Log Sheet/Visitors Book which will be located in the Office or taken to displays and events which is attended by the Museum. This Staff Log Sheet/book will be used in the event of an emergency evacuation to check that all personnel working in or visiting the Museum are accounted for.

EMERGENCY EVACUATION

The emergency evacuation alarm will be a siren. On hearing the siren, staff, volunteers, visitors and contractors will be required to leave the buildings by the nearest safe exit and go to assembly point A in the Car Park, which will be indicated by a standard sign.

The emergency services can be called by dialling 999. The Staff Log Sheet/Visitors Book should be collected on the way out of the buildings, if it is safe to do so. No one shall re-enter the buildings unless told to do so by the emergency services.

FIRST AID

Initially the First Aid point will be located in the Mess Room, with an overall plan to have a room dedicated to the purpose of First Aid in the long term. An ambulance can be called by dialling 999. Details of local hospitals for the treatment of minor injuries will be displayed in the Mess Room/First Aid Treatment Room. However, if in doubt dial 999.

ACCIDENT REPORTING

The reporting of accidents is a statutory requirement. All accidents that cause personal injury must be reported in the accident book. The accident book will be located in the Mess Room/First Aid Treatment Room.

HAZARD REPORTING

All persons have a duty to report hazards that they become aware of and also to report any incidents that they were involved with. This information is required to enable precautions to be taken to prevent a similar incident occurring in the future.

HIGH VOLTAGE ELECTRICAL WORK

Any high voltage electrical work shall be carried out in accordance with the Electricity at Work Regulations 1989 by suitably competent staff or contractors. The area shall be barriered off and an individual appointed to ensure that no unauthorised personnel are allowed in the area while testing is being carried out.

PERSONAL PROTECTIVE EQUIPMENT

All Personal Protective Equipment must be work where and when required.

- Eye Protection: suitable goggles must be worn when grinding metal, using percussion tools, handling chemicals, steam cleaning, and battery charging or using any other equipment carrying a warning notice.
- Foot Protection: Safety footwear must be worn by any person carrying out working involving tools or lifting. All visitors to the workshop must wear suitable sturdy footwear.
- Head Protection: Bump caps or safety helmets must be worn by any persons working below solebar height on rail vehicles. Safety helmets must be work when working underneath scaffolding and erecting or dismantling scaffolding. Safety helmets must also be worn when carrying out other work where there is a risk of head injury.
- Ear Protection: Suitable hearing protection must be worn when using or working near noisy tools such as riveters, grinders or needle guns.

HAZARDOUS MATERIALS AND TOOLS

No power tools, access equipment or hazardous materials may be brought into the workshop without the permission of the Chief Mechanical Engineer (CME).

Electrical power tools and equipment must be subject to portable appliance inspection and testing (PAT).

Only GRC&WM approved staff (including volunteers) may operate any powered plant, e.g. lifting jacks, wheel drops, forklift or crane.

WASTE MANAGEMENT

All materials that will be used in the Museum must be subject to control in storage, use and disposal.

All oils will be positioned in a clearly marked container in the workshop/running shed.

All paints and chemicals will be stored in separate clearly marked containers outside the workshop/running shed.

Metallic waste shall be segregated: non ferrous will be stored in the workshop/running shed. A skip for ferrous material will be situated outside in the car park.

COSHH ASSESSMENTS

All hazardous substances and materials used on the GRC&WM premises must have an up to date safety sheet and COSHH assessment which details associated hazards and precautions to be taken. A library of relevant COSHH assessments applicable to substances used at the Museum will be available in the Office and Library/Research Centre. Any materials introduced to the site which are not covered by these assessments shall be subject to detailed assessments prior to use.

DRUGS AND ALCOHOL

All staff, volunteers, contractors and visitors to the workshop (when acquired) must comply with the GRC&WM's policy on Drugs and Alcohol. Any person whose conduct is in breach of this policy will be removed from the premises and staff may be dismissed. A copy of the policy will be displayed on the Mess Room notice board and Office.

SMOKING

Smoking in the Museum is not allowed. A copy of the policy will be displayed on the Mess Room notice board and Office.

WELDING/CUTTING

Welding/cutting shall only be carried out by competent personnel. Work sites shall be screened at all times and a hand fire extinguisher shall be kept nearby. After completion of the work the area must be supervised for at least 20 minutes in case of smouldering fire.

VEHICLE MOVEMENTS

The movement of vehicles at the Museum (once acquired) shall only be carried out when sufficient personnel are available to ensure the movements are safe and not a danger to the public or personnel.

SCAFFOLDING

Scaffolding shall only be erected, modified or dismantled by competent GRC&WM staff or certified contractors.

SPECIAL HAZARDS

Pits

Particular attention will be drawn to the risk of falling down inspection, ash and/or wheel drop pit(s) when open. Access will be only via the concrete/brick/block steps at both ends of the pit(s). Any steps provided in the pit will be supplied purely for access to equipment under the vehicle(s) and should not be used to gain access.

Crossing the pit(s) should only be done using pit boards or walking around the ends. Jumping across pit(s) is strictly forbidden.

SITE ACCESS

Before a visitor may enter the Museum Workshop (when acquired) the Escorting Person (or Authorised Person) must:-

- Supervise the visitor(s) signing in
- Accompany them around the Museum Workshop

Alert them to any hazards or potential hazards as outline in this procedure.

Before a member of staff, volunteer or contractor may work in the Museum Workshop (when acquired) an Authorised Person must:-

- Brief them on this procedure
- Show them the hazards as described in this procedure.

OPEN HOUSE/BEHIND THE SCENES EVENTS

During Open House and Behind the Scenes events at the Museum (once premises has been secured and/or acquired), visitors will be granted access to look around buildings and various areas of the site that is normally off limits. When such events are to take place safety as always will be paramount and therefore a number of procedures must be followed including:

- No vehicle movements are to take place in the Workshop/Running Shed without authorisation from the Duty Controller/General Manager before such movements are to take place. If such movements are to take place the Workshop/Running Shed must be closed to visitors until the completion of movements has been completed.
- Pits, machinery and other items that can cause harm must be barriered off at all times when visitors during these events are walking around inside and outside of buildings.

3. Emergency and Disaster Plan

The CIO will have a comprehensive 'Emergency and Disaster Plan' for the Museum that will cover procedures to be followed for incidents such as fire, flood, vandalism, power failure, etc., plus salvage guidelines for recovering the museum collection after a disaster. A full copy of this plan will once created will be available to view in the

Library/Research Room and office, whilst a summary of key information will be displayed in the Mess Room.

4. Records

All staff and volunteers shall sign a briefing form to say they have had an introduction in accordance with this procedure.

5. Responsibilities

- Authorised Person: carries out the Museum induction.
- Escorting Person: escorts visitors and contractors in the Museum Workshop (when acquired) identifying and avoiding hazards.
- Responsible Manager: ensures that all new staff receive an induction relating to specific health and safety requirements of the site and ensures all volunteers, contractors and visitors to the Workshop are given a site specific induction.

6. Audit and Review

This procedure and processes within will be reviewed on at least an annual basis. This review will also take note of additional sources of information such as incident/accident investigations and will remedy any deficiencies identified.

Signed:

Date: Published March 2020

Review Date: As required

?????, General Manager, Gloucester Railway Carriage and Wagon Museum

Gloucester Railway Carriage and Wagon Museum

VOLUNTEER INFORMATION FORM

*To be completed and handed in to a Trustee of the GRC&W Museum
Personal information is stored in line with Data Protection legislation*

NAME: _____

ADDRESS: _____

DAYTIME Tel. No. _____

EVENING No./MOBILE: _____

EMAIL: _____

Please provide the name, address and telephone number for someone we could contact for you in the event of an emergency:

Please give us details of any medical condition that might require special attention, so that we can take all reasonable care to ensure your safety whilst working as a volunteer at the Museum. This information will allow us to act quickly and properly in the case of an emergency.

Gloucester Railway Carriage and Wagon Museum

VOLUNTEER INFORMATION FORM

I Confirm that I have received and read the GRC&WM 'Volunteer Staff Handbook' and I agree to follow the Policies and Procedures contained in it.

Signed: _____

Print Name: _____

Date: _____

Please sign and detach this form and hand it to a Trustee of the GRC&W Museum.