



# MUSEUM of SCOTTISH FIRE HERITAGE

## Heritage Ambassadors' Volunteer Handbook

Author/Role	Kelly McMeekin, National Museum of Fire Manager
Date of Risk Assessment (if applicable)	N/A
Date of Equality Impact Assessment	N/A
Quality Control (name)	Hannah Thorburn
Authorised (name and date)	Cathy Barlow: 02/11/2021
Last Reviewed/Amended (name and date)	
Date for Next Review	

## CONTENTS

1	Glossary of Terms.....	5
2	Welcome .....	6
3	Background .....	7
3.1	Museum of Scottish Fire Heritage .....	7
3.2	Scottish Fire and Rescue Service .....	7
3.3	MoSFH Trust.....	8
3.4	Aims and Objectives .....	8
3.5	Our Values .....	8
3.6	National Support for the MoSFH .....	8
4	Museum of Scottish Fire Heritage.....	9
4.1	Organisation Structure .....	9
4.2	Who's Who at MoSFH .....	9
4.3	Museum Contacts .....	9
5	The MoSFH Volunteer .....	10
5.1	Framework and Principles .....	10
5.1.1	What you can Expect from Us.....	10
5.1.2	What we Expect from You .....	10
5.1.3	Equality and Diversity .....	10
5.2	Heritage Ambassador Roles Within the MoSFH .....	11
5.3	Volunteering Sign in / Sign out .....	12
5.3.1	Time Commitment and Scheduling.....	12
5.3.2	Beginning and Ending Your Volunteering Time .....	12
5.3.3	Calling In (Unable to Make It In) .....	12
6	Safeguarding .....	12
7	How We Will Support You.....	13
7.1	Additional Support .....	13
7.2	Induction .....	13
7.3	Training.....	13
7.4	Support and Supervision .....	13
8	Personal Documentation .....	14
8.1	Data protection .....	14
8.2	Personal Development Plan (PDP).....	14

8.3	Volunteer Feedback Form .....	14
9	What to Wear.....	15
9.1	Standard of Dress Guidance .....	15
9.2	Personal Protective Equipment (PPE).....	15
9.3	Ordering Clothing .....	15
10	Code of Conduct .....	15
10.1	Raising Concerns and Resolving Issues.....	15
10.2	Problems within the role .....	16
10.3	Boundaries .....	16
10.4	Confidentiality .....	16
10.5	Conduct Concerns .....	16
11	Holidays / Availability .....	16
12	Health, Safety and Wellbeing.....	17
12.1	Health and Safety and Wellbeing Policy .....	17
12.2	Personal Safety and ID Cards.....	17
12.3	Reporting Accidents, Incidents and Concerns .....	17
12.4	Near Misses .....	18
12.5	Lone Working .....	18
12.6	First Aid .....	18
12.7	Health and Safety Handbook.....	19
12.8	Emergency Procedures.....	19
12.9	COVID-19 PROCEDURES .....	19
13	Insurance.....	19
14	Driving.....	20
14.1	Car Drivers.....	20
14.2	Driving MoSFH Vehicles.....	20
14.3	Exemptions.....	20
15	Welfare Facilities.....	20
16	No Smoking Policy.....	20
17	Religious and Cultural Occasions .....	21
18	Personal Expense Claims.....	21
18.1	Subsistence Expenses.....	21
18.2	Payment of Expenses .....	21
18.3	Travel and Subsistence Claim Form - Volunteer Use Only.....	22

19	Cash Handling .....	22
20	Gifts/Sponsorship/Fundraising .....	23
21	Communications and Media .....	23
21.1	Media Enquiries.....	23
21.2	Communications Team.....	23
21.3	Social Media/Branding .....	24
21.3.1	Social Media Handles .....	24
21.3.2	Digital Content Volunteers.....	24
21.3.3	Image Property.....	24
21.4	Communicating with MoSFH Volunteers .....	24
22	Dealing with Complaints .....	24
23	The SFRS Prevention and Protection (P&P) Function .....	25
24	Moving On.....	25
24.1	Leaving a Volunteer Post .....	25
24.2	Exit Questionnaire / Exit Interview .....	25
24.3	References.....	26

# 1 GLOSSARY OF TERMS

---

MoSFH	-	The Museum of Scottish Fire Heritage
CAT	-	Community Action Team
CSE	-	Community Safety Engagement
DACO	-	Deputy Assistant Chief Officer
GC	-	Group Commander
GRA	-	Generic Risk Assessment
LSO	-	Local Senior Officer
MM	-	Museum of Scottish Fire Heritage Manager
P&P	-	Prevention and Protection
PDR	-	Personal Development Record
POD	-	People and Organisational Development
PVG	-	Protection of Vulnerable Groups
SC	-	Station Commander
SDA	-	Service Delivery Area
SFRS	-	Scottish Fire and Rescue Service
SLT	-	Strategic Leadership Team
TAPs	-	Thematic Action Plans
VETL	-	Visitor Experience Team Leader
WC	-	Watch Commander
YEO	-	Youth Engagement Officer
YP	-	Young Person / People

## 2 WELCOME

---

It gives me great pleasure to present you with the Museum of Scottish Fire Heritage (MoSFH) Heritage Ambassadors' Volunteer 'Handbook'. This handbook has been developed to introduce you to the MoSFH as well as the Scottish Fire and Rescue Service (SFRS). Although it provides guidance and support in relation to volunteering within the MoSFH, it does not supersede any Scottish Fire and Rescue (SFRS) Policy and Procedure.

It's our ambition to make sure anyone who gives their time to us feels valued, understood and proud to be part of the MoSFH. This handbook will help you to understand what you can expect from us, and in return, what we expect from all who become involved; working together to achieve the overall aims and objectives of the Museum. It explains the things you need to know about volunteering with us and we hope you find it helpful.

You are responsible for reading, understanding, and adhering to the provisions of this handbook. If you are unsure of the correct procedures to follow at any point then please contact the Visitor Experience Team Leader (VETL) who will be more than happy to help.

Nothing in this handbook shall constitute, nor be construed as a promise of employment or a contract of employment between the MoSFH and its volunteers, and will not guarantee a full-time position as a future SFRS Firefighter or full-time employment within MoSFH. However, what we can guarantee is that we will offer as much support and guidance as possible in what is a new and exciting venture. We at the MoSFH promise to provide you with an environment that is constructive to your personal and professional growth.

I would like to take this opportunity to thank you for your enthusiasm, commitment and dedication to our MoSFH and wish you an enjoyable and rewarding time volunteering with us.



Kelly McMeekin  
Museum Manager

## 3 BACKGROUND

---

### 3.1 MUSEUM OF SCOTTISH FIRE HERITAGE

SFRS values its cultural heritage and wants to share the story of firefighting with the people of Scotland. This specially designed Museum will showcase SFRS's extensive collection of vintage appliances (fire engines), historical uniforms and operational equipment to take you and our visitors on a journey, exploring the early days of firefighting across Scotland through to the modern day single service. The Museum is not only an opportunity for visitors to learn more about the fire service, but also the role the service plays in keeping the communities of Scotland safe. Visitors will see first-hand how safety advice has changed over the years and find out what actions they can take in their own homes and communities to keep themselves and their families safe.

Visitors to the museum will be able to experience a range of topics including:

- Discovering what day-to-day life on a shift at a station is like.
- Exploring what it takes to become a firefighter.
- Learning how the firefighting kit has improved over the years.
- Finding out more about the role of fire service dogs in our specialist teams
- Viewing up close the oldest fire engine in our collection which is over 200 years old.
- Understanding more about firefighters on the Homefront (the people who stayed in a Scotland and worked during the war) and looking at artworks created by volunteer firefighters during World War 2.

### 3.2 SCOTTISH FIRE AND RESCUE SERVICE

SFRS is the world's fourth largest fire and rescue service and is committed to ensuring the safety and wellbeing of the people of Scotland. We are a national organisation delivering our front-line services locally from three strategically positioned hubs based in the North (Dyce), West (Hamilton) and East (Newbridge). There are approximately 8,000 firefighters and support staff who make up the Scottish Fire and Rescue Service. These individuals, together with our volunteers, are our greatest asset.

We do so much more than prevent and control fires, responding to many different emergency incidents; road traffic collisions, rope rescue, water rescue, hazardous materials and flooding as well as assisting our partner agencies to keep our communities safe. Our role starts long before any 999 calls are made, and we work closely with our key partners right across Scotland to deliver crucial fire safety messages and create safer communities for our people.

Our high service standards demand an ever-increasing commitment to development and our firefighters continue to be amongst the best equipped and most highly trained in the world.

### 3.3 MoSFH TRUST

A MoSFH Trust has been set up to support the MoSFH. The future aim is for Trustees to have overall responsibility for the Museum and act as its governing body, they will ensure the work of the MoSFH is examined and supported as necessary. Trustees are not paid for their role at MoSFH. The current Chair of the Trustees is Robert Benson.

### 3.4 AIMS AND OBJECTIVES

The MoSFH will focus on the work of firefighting and firefighters, past and present, telling compelling stories that will interest its visitors. The five main objectives of the MoSFH are:

- To celebrate the rich heritage of Scotland's Fire Service
- To explore how transformation and innovation has always been essential to effective firefighting
- To reflect the diverse challenges of firefighting across Scotland
- To share firefighters' unique ways of life
- To promote community safety and education

### 3.5 OUR VALUES

The MoSFH's values align with those of SFRS. We value:



We can all live the values. It is about how we do things, how we treat others, what we say, how we say it and how we expect to be treated. Please read the booklet on [Our Values](#) which details how we can all support both the MoSFH and SFRS's vision in our everyday working lives. By promoting, adopting and demonstrating the attitudes and actions which underpin our values, we can all contribute to ensuring the MoSFH is an effective, positive and collaborative place to work.

### 3.6 NATIONAL SUPPORT FOR THE MoSFH

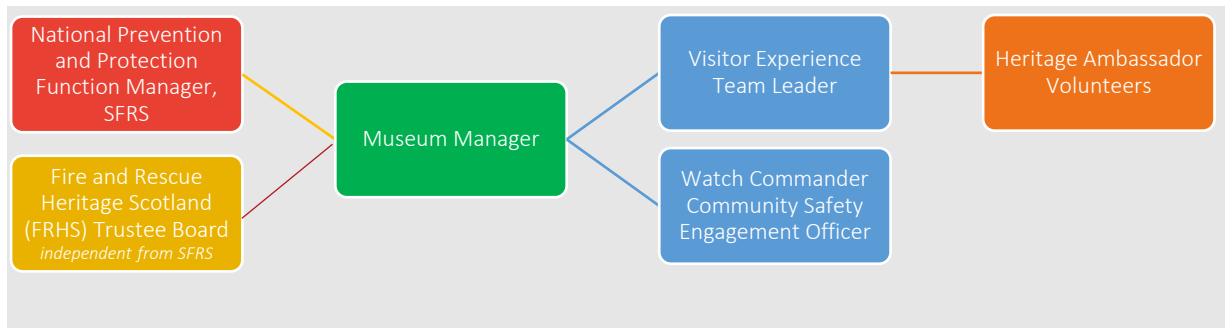
Underpinning the MoSFH is a full suite of documentation which cover aspects of the museum and ensuring the safeguarding and safety of its personnel, as well as clear governance and reporting structures. The policy and coordination lead for the MoSFH will be the Prevention & Protection (P&P) Function, with the Museum of Scottish Fire Heritage Manager (MM) overseeing and supporting its operation. The MM will ensure that the governance of the MoSFH is maintained and applied consistently, as well as having a centralised role in working to support the day-to-day running of the Museum.



## 4 MUSEUM OF SCOTTISH FIRE HERITAGE

---

### 4.1 ORGANISATION STRUCTURE



### 4.2 WHO'S WHO AT MoSFH

Kelly McMeekin	Museum of Scottish Fire Heritage Manager
Dave Farries	Watch Commander, Heritage
Quonya Huff	Visitor Experience Team Leader

### 4.3 MUSEUM CONTACTS

Address	Museum of Scottish Fire Heritage
Office	McDonald Rd, Edinburgh EH7 4NS
Reception	TBC

Name	Quonya Huff
Position	Visitor Experience Team Leader
Email	Quonya.Huff@firescotland.gov.uk
Office	TBC
Mobile	TBC

Name	Dave Farries
Position	Watch Commander, Heritage
Email	Dave.Farries@firescotland.gov.uk
Office	TBC
Mobile	07813 395808

Name	Kelly McMeekin
Position	Museum Manager
Email	Kelly.McMeekin@firescotland.gov.uk
Office	TBC
Mobile	07775 227995

## 5 THE MOSFH VOLUNTEER

---

### 5.1 FRAMEWORK AND PRINCIPLES

This handbook identifies and sets out the framework and principles by which MoSFH interacts with you, what we hope to gain from our volunteers, and benefits that you can expect to gain from the MoSFH. It sets out the minimum standards for the engagement, induction and appointment of volunteers to ensure that both your and MoSFH expectations are met.

#### 5.1.1 What you can Expect from Us

We want to make sure that you enjoy your volunteer role and get the most out of it. By our commitment to our volunteers, we will:

- In line with SFRS Values, always treat you with respect, consideration and appreciation
- Ensure you have a clear idea of your responsibilities, including agreeing the length of time you'd like you to be involved with the MoSFH
- Provide you with training and support to help you carry out your role
- Provide you with support through regular meetings or discussions (the format will depend on your role)
- Offer you fair, honest and timely feedback on your performance
- Update you on how your volunteering has made a difference

#### 5.1.2 What we Expect from You

We expect high standards from all our supporters, whether they are paid staff or volunteers. To ensure you get the most out of your role, please try to do the following:

- In line with SFRS Values, always treat SFRS staff, supporters and fellow volunteers with respect, consideration and appreciation
- Act in a professional way whenever you represent SFRS in public
- Act in a way that doesn't discriminate against or exclude anyone
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved in a project
- If you don't fully understand your role and responsibilities, please ask the Visitor Experience Team Leader (VETL) for guidance

#### 5.1.3 Equality and Diversity

The Scottish Fire and Rescue Service (SFRS) is committed to providing a working environment where individuals feel accepted for who they are, valued for their contribution and are able to prosper free from unlawful discrimination, bias, harassment or victimisation. This commitment includes all volunteers regardless of age, disability, sex, sexual orientation, religion or belief, ethnicity, race or nationality, pregnancy or maternity status, marital status, gender reassignment

status or their social or economic circumstances. This relates to both how you are treated and how you treat others.

## **5.2 HERITAGE AMBASSADOR ROLES WITHIN THE MOSFH**

There are many ways to get involved at MoSFH. Volunteers provide a range of skills and experience which help to support a variety of activities. We offer a range of opportunities which are detailed below:

### **Front of House**

Provide a warm, friendly, and efficient visitor experience:

- Welcome visitors, provide orientation and answer queries
- Assist in the gift shop
- Operate a till and cash handling
- Undertake basic admin (including scheduling group bookings)

### **Gallery Guide**

Offer an engaging and informative experience for visitors to the museum:

- Provide a friendly environment to visitors
- Be present in the gallery
- Answer questions about exhibits
- Give guided tours of the gallery

### **Special Events**

Assist in the organisation and delivery of special events and activities:

- Doors Open Days
- Programmed talks
- School workshops
- Seasonal events and activities

### **Digital Content**

Assist us in creating an engaging online experience:

- Write blogs and posts on relevant topics
- Create engaging content for social media
- May be asked to contribute to research on topics and items from our collections

### **Collections Care**

Periodically, and on scheduled specific occasions, assist with our museum collection remotely and at the collection store:

- Populate and update our object database and records
- Label and repackage collection items
- Undertake basic object cleaning
- Photograph our collections

## 5.3 VOLUNTEERING SIGN IN / SIGN OUT

### 5.3.1 Time Commitment and Scheduling

The Volunteers' Schedule will be completed monthly. Please note that the volunteer schedule is for convenience to ensure that you have enough notice of when your support may be needed. It is also for MoSFH to plan and schedule adequate volunteer support for the museum, activities and events. It will be emailed no less than two weeks before the end of the previous month, or verbally communicated for those without email. The schedule will be drawn up based on the ongoing availability discussions you have with the VETL. If you need to alter or change your availability, please let the VETL know.

### 5.3.2 Beginning and Ending Your Volunteering Time

All volunteers are asked to inform the VETL (or another member of Museum staff - if the VETL is not present) upon their arrival onsite. You should also ensure that you sign in when you arrive, indicating the date and start time. When you leave, please let the VETL know you are leaving and be sure to sign out indicating the time of your departure.

### 5.3.3 Calling In (Unable to Make It In)

If for any reason you are unable to make it in, please inform the VETL (or another member of Museum staff if the VETL is not available) as soon as you are aware that you cannot make it. As a practice, please phone between 9am and 5pm, and email after 5pm to 8:59am, using the contact information in **4.3 Museum Contacts**.

## 6 SAFEGUARDING

---

The *SFRS Safeguarding Policy for the protection of Children* and the *SFRS Safeguarding Policy for the protection of Adults* provide clear guidance on responding to concerns regarding the safeguarding and protection of children, young people and vulnerable adults. Combined with the associated procedures and guidance, the policies provide a structure for staff and volunteers who may come across concerns of this nature within the context of their work.

Volunteers must read the above policies along with the *Safeguarding and Child Protection Guidance for Volunteers* (Appendix A) note which gives summary information on the volunteer's role under this policy and undertake the *Child and Adult protection training* with the VETL.

Volunteers who require any further detail or support relating to safeguarding, should discuss this with the VETL. More information on Getting It Right for Every Child and the SHANARRI Indicators can also be found in Appendix A.

## 7 HOW WE WILL SUPPORT YOU

---

### 7.1 ADDITIONAL SUPPORT

A risk assessment process will consider reasonable control measures to maximise the potential for all individuals to volunteer and participate in activities within the MoSFH. Individuals with additional support needs are encouraged to discuss any support measures they require with the VETL. Adaptions of any activity will be considered and confirmed by the VETL prior to commencing the role. Consequently, this rule of thumb will also relate to additional support required for visitors to the Museum.

The MoSFH will adhere to the [Scottish Government Disability Delivery Plan](#) and will consider adjusting where it is reasonable to do so, to support and enable everyone to participate in the activities of the Museum.

### 7.2 INDUCTION

The VETL will introduce you to your team and anyone else with whom you will be working. They'll also ensure that you are equipped for your role by undergoing an induction and training process and go over health and safety requirements. Please use this opportunity to ask any questions. *The Volunteer Induction Procedure and Checklist* (Appendix B) sets out the procedure for inducting volunteers.

### 7.3 TRAINING

You will be expected to complete additional training on an ad-hoc basis, depending on the needs of MoSFH and your role. This will be coordinated and facilitated by the VETL. You are also encouraged to request any training topics you wish to know more about.

### 7.4 SUPPORT AND SUPERVISION

You will receive ongoing support from the VETL. Most volunteers will have regular discussions (informal and formal) with the VETL and the frequency of these will vary depending on the nature of your role and your time commitment. The discussions, in person, by phone or email, will focus on how the role is going, what support you need and update you on what's happening at the MoFSH. It is also an opportunity to raise issues and talk constructively about your involvement with us.

## 8 PERSONAL DOCUMENTATION

---

### 8.1 DATA PROTECTION

Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual's consent to do so. The way we do this is by using what we call 'Data Protection Statements'. When processing personal data, personnel and volunteers must follow the EU General Data Protection Regulation (GDPR) 2018 which sets out the data protection principles. This is a legal act that protects people's personal information. Please refer to the *Privacy Notice (Appendix C)*.

Volunteers may have access to and handle personal data. You may be asked to complete *Data Protection and Information Security (GDPR)* training with the VETL. It's vital that you follow the GDPR and SFRS policies, procedures and guidelines in relation to data protection. Any breach of GDPR may lead to the Information Commissioner's Office (ICO) investigating the circumstances, resulting in legal consequences.

Please ask the VETL for any further advice relating to Data Protection. Any personal data to which you have access should only be held on MoSFH systems and property and should not be moved, transferred or stored on any personal or third-party systems or property. At the end of your time volunteering for MoSFH, we expect any documents or MoSFH property provided to you to be returned to the VETL.

### 8.2 PERSONAL DEVELOPMENT PLAN (PDP)

You will be issued with a *Personal Development Plan (PDP) (Appendix D)*. This will record your goals and objectives. We kindly ask that all volunteers take the time to meaningfully engage with this process. As your objectives and goals are personal, they should reflect what you hope to gain from the role and how we can support you in the process.

The VETL will schedule an initial meeting to discuss your PDP with you and ensure that objectives are SMART and how we can help you achieve them. Subsequent meetings will be held no less than twice a year. However, volunteers can ask to have a PDP discussion scheduled at any time.

The PDP also allows evidence gathering which can be used towards accreditation of informal or formal awards.

### 8.3 VOLUNTEER FEEDBACK FORM

MoSFH encourages volunteers to offer feedback on processes, support and work. The opportunity to do so is through regular discussions with the VETL and with a *Volunteer Feedback Form (Appendix E)* which we appreciate volunteers taking the time to complete the form.

## 9 WHAT TO WEAR

---

### 9.1 STANDARD OF DRESS GUIDANCE

You are an ambassador for the organisation and are responsible for presenting a positive image to visitors and the community. We provide a MoSFH branded polo shirt and soft-shell jacket for you to wear while carrying out your duties. *Our Standards of Dress Guidance (Appendix F)* sets out the standards for dress and appearance required. Clothing provided for the role must be returned at the end of your time with us.

### 9.2 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Where your role requires it, appropriate personal protective equipment (PPE) will be provided. PPE protects the user against health or safety risks at work, and, where PPE is provided, it must be worn. PPE must be kept at the MoSFH and not taken home. PPE provided for the role must be returned at the end of your time with us.

### 9.3 ORDERING CLOTHING

The VETL will request clothing sizes and complete the ordering process. Once you have completed your induction you will be issued with appropriate items of clothing.

## 10 CODE OF CONDUCT

---

The MoSFH is part of SFRS and is a public body funded from public resources, accountable to the Scottish Government, the parliament and members of the public. The Scottish public has a high expectation of those who represent SFRS and the way in which they conduct themselves in undertaking their duties. This includes our employees and our volunteers.

It follows that, all those representing the MoSFH are expected carry out their role with integrity, impartiality and efficiency. The [SFRS Code of Conduct](#) sets out the standards that all are expected to meet in a number of areas relating to behaviour and conduct.

It's important that you familiarise yourself with the SFRS Code of Conduct and be aware of these expectations, in order to meet them.

If you have any difficulty, or concerns, with any aspect of the volunteer role, please talk to the VETL as soon as possible for advice and support.

### 10.1 RAISING CONCERNS AND RESOLVING ISSUES

You should discuss any concerns you may have with the VETL. If the VETL is unable to resolve an issue they will refer it to their own Line Manager; the Museum Manager. Concerns should be resolved informally, where appropriate, and at the earliest opportunity.

## **10.2 PROBLEMS WITHIN THE ROLE**

If the role is not working out as hoped, please talk to the VETL for advice and support. Together you can try to work out any difficulties. If it is agreed it cannot work, this should not be considered a failure and we would hope that if volunteers leave, they will do so feeling they have gained something positive from the experience.

## **10.3 BOUNDARIES**

Clear boundaries are important for staff, volunteers and service users. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that staff and volunteers may sometimes have contact with visitors and members of the community in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest.

## **10.4 CONFIDENTIALITY**

Volunteers must maintain confidentiality during and after their time with the MoSFH. This means that confidential, personal and sensitive information about people we support, organisations we work with, volunteers, SFRS employees, our work and our organisation work is kept private at all times, and not released in whole or in part to any third parties unless required by law. Confidentiality will continue to apply throughout your period of volunteering for the MoSFH and includes any period after you have departed from the MoSFH and no longer have access to its systems.

## **10.5 CONDUCT CONCERNS**

If there are concerns about the performance or conduct of a volunteer the VETL will arrange a meeting with the volunteer to establish if there is an underlying problem and/or offer further advice or training. Where this does not resolve the issue, or where the issue(s) in question is of such severity that it would be inappropriate for the volunteer to continue in their role, the MoSFH reserves the right to terminate the arrangements immediately.

# **11 HOLIDAYS / AVAILABILITY**

---

You should discuss with the VETL any holiday or breaks you are planning during the year so the VETL can ensure that adequate numbers of volunteers are available at any given time. It should be noted that school holiday periods may be the best time to engage with local communities/larger numbers of visitors to the museum so it is desirable that volunteers are available during this time.



## 12 HEALTH, SAFETY AND WELLBEING

---

### 12.1 HEALTH AND SAFETY AND WELLBEING POLICY

The MoSFH is committed to looking after the health, safety and wellbeing of everyone who works for us, on our premises, or uses our services. This duty of care applies equally to our team of volunteers.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by MoSFH employees. It's therefore important that you understand and accept personal responsibility towards promoting and maintaining health and safety standards to provide a safe working environment for all.

The MoSFH will ensure that you are provided with information, instruction, supervision and training to enable you to complete your voluntary work safely. This includes providing organisational arrangements such as risk assessments, safe systems of work, and compliance with all associated management arrangements and guidance as outlined in the [SFRS Health and Safety Policy](#).

You have a legal duty to take care of your own safety and that of others who may be affected by your acts or omissions. It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by the MoSFH
- Inform the VETL of any personal health and safety requirements that they have
- If you have any doubts regarding your health and safety responsibilities, please speak to the VETL as soon as possible

### 12.2 PERSONAL SAFETY AND ID CARDS

As you are supporting activities on MoSFH premises, you'll be issued with a MoSFH volunteer ID card which you should always wear when carrying out MoSFH activities. This must be returned at the end of your time with us.

### 12.3 REPORTING ACCIDENTS, INCIDENTS AND CONCERNS

You must co-operate with the MoSFH on health and safety matters, and immediately report accidents/incidents/concerns (including near misses that may have led to injury). You should not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health and safety.

There will be some occasions when an incident occurs, either where someone gets injured or almost gets injured. It is important that the right action is taken to record these incidents so that future similar incidents can be prevented. It is also useful to

know details of previous incidents when assessing the risks and hazards of a planned event or activity.

The MoSFH has a duty of care to you to ensure you are supported in your role. The VETL will record all accidents/incidents in accordance with our accident reporting protocols.

## **12.4 NEAR MISSES**

A near miss is an event that, whilst not causing harm, had the potential to cause injury, ill health or damage to equipment, property or materials. Only through good fortune a more serious outcome was avoided. Some people may be tempted to write off or ignore near misses. However, by reporting near misses, determining how and why they occurred and taking corrective action can prevent similar or more serious accidents from occurring. The MoSFH is committed to ensuring the safety of staff, volunteers, visitors and members of the public and therefore near misses must be reported.

Near Misses:

- Are a warning that something is not working and enables us to learn lessons before a serious incident occurs, maybe involving you or a colleague.
- Provide an opportunity to identify trends within the workplace and introduce effective control measures before accidents / injuries occur.
- By analysing and interpreting trends from near miss reports, the MoSFH can put in place control measures or introduce initiatives and campaigns to raise awareness and reduce the likelihood of future accidents.

All near misses and accidents must be reported to the VETL who will determine if the near miss arose out of, or in connection with, MoSFH activity. If that is the case, the VETL will follow guidance in accordance with the ***SFRS Health and Safety Event Reporting and Investigation Manual***.

The Health and Safety Department collate and report near miss occurrences to the SFRS Senior Management Team (SMT) on a quarterly basis.

## **12.5 LONE WORKING**

In the unlikely event that a MoSFH volunteer is required to work by themselves, the VETL will develop health and safety arrangements in accordance with the [SFRS Lone Working Management Arrangement](#).

## **12.6 FIRST AID**

First Aid kits will be checked and maintained monthly (volunteers may be asked to assist in checking the kits) and replenished when required. The MoSFH staff will ensure First Aid kits are brought to events and activities. When planning an activity, the VETL will ensure that there is an adult first aider available within the MoSFH and inform volunteers of that person.

## 12.7 HEALTH AND SAFETY HANDBOOK

Employees and volunteers must also be familiar with the [Health and Safety Office Handbook](#).

## 12.8 EMERGENCY PROCEDURES

It is the responsibility of the VETL to ensure that all volunteers are aware of the fire/emergency procedures for the MoSFH. These should include;

- Fire/security issues
- Meeting points
- Roles and responsibilities

## 12.9 COVID-19 PROCEDURES

In order to ensure the safety and well-being of all persons, all SFRS premises are subjected to a workplace risk assessment and control measures put in place to reduce the risk posed by COVID-19. It is the responsibility of the VETL to ensure that all volunteers are inducted in the SFRS COVID-19 control measures documented within IHub to stay safe and prevent the spread of COVID-19.

Visitors to MoSFH premise must follow the current Scottish Government guidelines or the SFRS control measures which may include thermal monitoring, recording the contact details in compliance with Scotland's Test and Protect Procedures and the use of face coverings within internal areas. Visitors to the site should be sign posted to the relevant information.

SFRS COVID signage shall be prominently displayed to ensure staff, volunteers and visitors comply with SFRS COVID-19 control measures

# 13 INSURANCE

---

The MoSFH has Employer's Liability Insurance, which provides insurance against liability for injury and disease experienced by volunteers or staff as a direct result of their involvement with MoSFH activities.

As a registered volunteer you are also covered by our public liability insurance when carrying out your volunteer duties on our behalf. This covers our legal liability to pay compensation for injuries or illness to a third party or damage to the property of third parties, which are due to the MoSFH's negligence at fundraising or other events.

## 14 DRIVING

---

### 14.1 CAR DRIVERS

It's important to note that if volunteers are involved in an activity for the MoSFH that involves using their own car, they must inform their own insurers. The volunteer's car will not be covered by the MoSFH insurances described above. Most insurance companies agree to cover such car journeys at no extra charge – but volunteers should check this with their insurance company.

Please note that in the unlikely event additional charges are incurred these will not be reimbursed by the MoSFH.

### 14.2 DRIVING MOSFH VEHICLES

Volunteers approved to drive MoSFH or SFRS vehicles will be covered by our insurance, once they receive vehicle familiarisation and their driving licence details are logged with SFRS Fleet. Whilst inducting volunteers, the VETL will make the necessary arrangements as set out in the [Occupational Road Risk Management Arrangement](#).

Volunteers are responsible for ensuring their driving licence details are current, including vehicle entitlement and photocard expiry dates. Driving licence details will be checked by the VETL on an annual basis.

### 14.3 EXEMPTIONS

Volunteers are not permitted to fuel a vehicle, neither from external nor internal SFRS pumps, nor are they authorised to use an SFRS fuel card. Volunteers are not permitted to drive SFRS minibuses in any circumstances nor permitted to drive under blue light conditions.

## 15 WELFARE FACILITIES

---

Appropriate welfare facilities will be available at MoSFH including:

- Gender neutral toilets (ground floor)
- Accessible toilets (ground and 1<sup>st</sup> floor)
- Dining room access with water cooler, microwave, toaster and tea point in the General office space with hot tap for making hot drinks, sink access and fridge.

## 16 NO SMOKING POLICY

---

Smoking is not permitted on MoSFH property or when staff and volunteers are involved with MoSFH activities. Employees, volunteers and visitors may smoke only in permitted, designated areas and it is strictly prohibited in entrances and exits to MoSFH premises.

## 17 RELIGIOUS AND CULTURAL OCCASIONS

---

Some volunteers may require exemption from attendance for observance of certain religious or cultural occasions, please inform the VETL in advance.

## 18 PERSONAL EXPENSE CLAIMS

---

Expenses are normally split into two kinds: Travel and Subsistence. This section is a brief explanation of how to claim expenses. MoSFH will reimburse volunteers for any reasonable out-of-pocket expenses spent as a result of the tasks or activities we ask you to undertake during your time spent volunteering.

Volunteers' expenses will be paid in accordance with the principles outlined in the [Business Travel and Reimbursement of Expenses Policy](#) and should be submitted on the relevant expenses claim form and must be supported by relevant VAT receipts. We encourage volunteers to claim expenses as this enables the MoSFH to build a complete picture of the costs and to allow accurate budgeting for future activities.

### 18.1 SUBSISTENCE EXPENSES

On the rare occasion when a volunteer spends out of pocket expenses while undertaking their duties, they will be able to claim back the expenses. Subsistence reimbursement is based on receipted expenditure in line with the HMRC guidance available. You should consult with the VETL regarding what is reasonable prior to expenses being incurred.

### 18.2 PAYMENT OF EXPENSES

Claims for expenses should be given to the VETL monthly, usually by the last day of the month. A 90-day limit for claims applies; therefore, claims for reimbursement of travel and/or subsistence expenses backdated for longer than this will not normally be accepted or authorised.

To ensure reimbursement without delay, claim forms must be:

- Completed fully and accurately with a scanned or photographic image of all relevant VAT receipts (covering the period of claim) attached prior to submission. Receipts should provide details of expenditure incurred, including net, VAT and gross amounts and VAT registration number where available; and
- Completed to ensure the destination and purpose of the journey are detailed.

### 18.3 TRAVEL AND SUBSISTENCE CLAIM FORM - VOLUNTEER USE ONLY

All claims relating to volunteers must be made by using the ***Volunteer Travel and Subsistence Claim Form Appendix I***. The form can be obtained from the VETL (who will email you the form) or provide you a paper copy.

[illegible]

To ensure a standardised method of determining mileage, a route planner system, e.g. “AA route finder” or “Google maps” must be used to calculate the mileage travelled to the nearest decimal point. Before each claim is submitted, the overall total should be rounded to the nearest whole mile figure. In terms of rounding, 0.5 and above should be rounded to the whole mile above, and 0.49 and below is rounded to the whole mile below.

## 19 CASH HANDLING

You may be responsible for cash handling in-line with your role and duties at MoSFH. Volunteers will not have access to the safe and will be provided with any tills, cash and change by the MM and VETL. You will receive Cash Handling Training from the VETL as part of the ***Volunteer Procedure and Induction Checklist (Appendix B)*** and are expected to adhere to the guidelines set out.

## 20 GIFTS/SPONSORSHIP/FUNDRAISING

---

All donations, gifts, sponsorship, grants and income generation should be managed by MoSFH staff. Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers do not give or receive personal gifts to or from staff or anyone receiving support services from the MoSFH.

Any fundraising, outside of monies put in the donation box by visitors, must be authorised by the VETL or MM and care should always be taken to ensure all funds are raised from legitimate reputable sources. The operating principles of fundraising are that all monies are used for legitimate MoSFH purposes, to benefit the Museum and that great care is taken to ensure that no monies are recovered from sources not deemed to be suitable or reputable.

## 21 COMMUNICATIONS AND MEDIA

---

### 21.1 MEDIA ENQUIRIES

Members of the media may contact members of staff or volunteers directly for information or a comment on behalf of the MoSFH. As a volunteer you must not engage with members of the media in relation to **any** MoSFH matter. If you receive such contact, please pass the information on to the VETL or MM. They (VETL and MM) may have to refer to SFRS Communications for guidance if necessary to ensure we continue to provide an appropriate local and corporate response.

### 21.2 COMMUNICATIONS TEAM

The SFRS Communication Team manages the development of SFRS's central communication channels both internally and externally.

With iHub, SFRS News, the Chief's Blog and *The Shout* magazine, SFRS website and social media channels, there is no shortage of ways to tell the Museum's story.

They also engage in pro-active media relations that enhance and protect the Service's reputation through strong relationships with local and national press, the SFRS website and our social media platforms.

SFRS Policies in relation to Communications and Media can be found in the Communications section of iHub and provided to you by the VETL.

The VETL and MM should be informed of any news item likely to cause reputational risk to the organisation or other national media interest, either positive or negative in nature. This is important in order that an appropriate response can be drafted as early as possible from professionals in the communications team and to minimise reputational damage.

## 21.3 SOCIAL MEDIA/BRANDING

MoSFH social media platforms are open to volunteers to follow, as well as national partners and the public. All volunteers must read, understand and comply with the [SFRS Social Media Policy](#). You can contribute to the social media sites by submitting content to the VETL and MM for approval.

### 21.3.1 Social Media Handles

Facebook	Museum of Scottish Fire Heritage	#MofSFH
Twitter	Museum of Scottish Fire Heritage @MuseumScotFire	#MofSFH
Instagram	Museum of Scottish Fire Heritage @MuseumScotFire	#MofSFH

### 21.3.2 Digital Content Volunteers

Digital Media Volunteers will receive full training on the Social Media Policy, branding guideline, the various platforms and guidance on content posting. They are the only volunteers who will be permitted to directly post onto MoSFH social media platforms, with approval by the VETL and MM.

### 21.3.3 Image Property

Any photo taken and submitted to the MoSFH platforms remains the property of the MoSFH, unless agreed otherwise, and any photo sent for submission to SFRS social media will be reviewed by the Campaigns and Media Officer and VETL.

## 21.4 COMMUNICATING WITH MOSFH VOLUNTEERS

As outlined throughout this handbook and within *Safeguarding and Child Protection Guideline for Volunteers* (Appendix A) any adults volunteering with the MoSFH must not under any circumstances:

- Give out their personal mobile numbers;
- Communicate privately with any young person or vulnerable adult whom they have met whilst volunteering within the MoSFH on any platform (social media/text message/phone call)
- Plan meetings with young people/vulnerable adults outside MoSFH events
- Travel alone in any vehicle with a young person or vulnerable adult.

## 22 DEALING WITH COMPLAINTS

---

Although dealing with complaints can be difficult, it can give us a positive opportunity to improve the way we do things and provide a better service for the people we support in our local communities. A complaint can be defined very broadly, as ‘a statement of dissatisfaction’. This covers any kind of comment – spoken or written – which relates to dissatisfaction, if it’s labelled as a complaint, and if it needs a formal response. If you personally wish to make a complaint, then please raise this with the VETL in the first instance. Please refer to the [SFRS Complaints, Comments and Compliments Policy](#).



## 23 THE SFRS PREVENTION AND PROTECTION (P&P) FUNCTION

---

The P&P Function Community Safety Engagement (CSE) Team work very closely with various functions within SFRS to provide important information, support and advice on all matters relating to community safety engagement, always striving to keep our communities safe through preventative measures. The CSE team will therefore work closely with the personnel within the MoSFH to plan activities, for example, school visits and educating young people on the dangers of fire and fire related activity using our heritage and resources within the Museum.

## 24 MOVING ON

---

### 24.1 LEAVING A VOLUNTEER POST

You are free to cease volunteering with the MoSFH at any time. Wherever possible, an agreed period leading up to this point would be helpful to give the VETL time to make any alternative arrangements required.

There may also be times when MoSFH will no longer be able to continue with an individual's volunteer post. For example, because of the volunteer's continued lack of availability or where the volunteer role comes to a natural end or a reduced confidence in the volunteer's ability to effectively represent the Service. Any such circumstance will be fully explored and discussed with you prior to a decision being made.

MoSFH reserves the right to halt a volunteer's involvement as a last resort, if we feel their performance or their conduct is not in keeping with our values or where there has been an irresolvable complaint.

The MoSFH volunteer ID card and branded clothing, where provided, together with any other items provided by MoSFH, must be returned when you cease your role.

Wherever possible, volunteers will be afforded the opportunity to provide feedback before leaving their post and be appropriately thanked for their support. Feedback will be encouraged to enable the improvement and development of the roles within the MoSFH. If required and where appropriate, MoSFH will provide suitable references and confirmation of the nature and duration of the volunteering activities.

### 24.2 EXIT QUESTIONNAIRE / EXIT INTERVIEW

The aim of completing an Exit Questionnaire and/or Exit Interview is to support MoSFH to gain a deeper understanding of how volunteers rate the overall experience and where it can improve. It will allow for constructive feedback, supporting the evaluation of the volunteering experience and allow improvements to be made. If you choose to leave MoSFH you will be encouraged to complete an Exit Questionnaire /Exit Interview with the VETL. The relevant form for conducting this interview is *Exit Interview* (Appendix J).

### **24.3 REFERENCES**

Should you require a reference, the VETL will provide one using the standard *Reference Form* (Appendix K). All information provided will be kept strictly factual and consistent with the volunteer role.