

PEDAS Policy: January 2020

SAFEGUARDING POLICY AND PRACTICE FOR STEWARDS

The X Exhibition

As a Charity the standard of our operations and conduct can enhance or damage our reputation. We pride ourselves on running a Gallery with a high degree of professionalism. Being explicit about our approach to safeguarding is a very important element of ensuring high standards and safety for our members, our visitors and all our external contacts.

The following is specifically designed to support and re-assure stewards in their important role of safeguarding in the Gallery Upstairs during the forthcoming X exhibition.

Role of Stewards

Stewards for an exhibition are there to::

1. Ensure the care, safety and enjoyment of the visitors.
2. Ensure the safety and care of all the works of art and associated resources/materials during the exhibition.
3. Ensure the care and safety of all aspects of Gallery infrastructure, furnishings, equipment and materials.
4. Receive and document the proceeds from sales made.

Commitment

According to the accepted practice of PEDAS, all exhibitors are asked to steward during the exhibition. Normally this will involve 2 slots of a half day each. Once you have agreed and accepted a stewarding slot, you are committed to honouring this. If you are ill or there is an emergency please contact the person responsible for doing the stewarding for this exhibition.

XXXXXX

Expected conduct

To ensure all stewards are capable of carrying out their role, detailed stewarding instructions are provided for your assistance and guidance. If anything is not clear about your role, preferably before your slot, please seek help and guidance where appropriate.

Normally there are 2 stewards working together who are able to support each other.

Visitors

- Please welcome visitors to the Gallery by acknowledging their presence.
- Where appropriate, engage visitors in conversation, by answering any questions, and responding to body language. There is no requirement to approach anyone who demonstrates no receptiveness to engaging with stewards.

Suggestions for a line of conversation

- ✓ Talk to them about PEDAS as an Art Society and a charity.
- ✓ Ask them if they know any of the artists/members
- ✓ Do they have an art practice
- ✓ PEDAS is open for new members if they or anyone else they know would be interested in joining*.
- ✓ Refer them to our website www.pedas.org.uk
- ✓ Ask their opinion about aspects of the exhibition*

- ✓ Invite them to vote for the Peoples Choice prize.
- ✓ What has brought them to UCP today*.
- ✓ How did they hear about the exhibition*
- ✓ Would they like to be on our mailing list
- ✓ Ask them if they would like to sign the visitors book

(*Please note that answers to some of these questions would be of interest to PEDAS and should be fed back. A book is available for comments etc)

- Show respect to all visitors
- Offer assistance to anyone who is showing they need it, eg disability, feeling unwell.
- Do not engage in any controversial discussion or make any potential controversial comments.
- Children should only be admitted with a responsible adult to take responsibility for them.
- If visitors have children with them, show them the children's table and invite the children to participate while the adult views the exhibition.
- Check for any trip hazards or health and safety issues and for cleanliness.

Safeguarding of Stewards

Every effort will be made to ensure there are always 2 stewards working together. If you are by yourself, (or with 2 of you), and a situation arises which you can not handle yourself*;

- Depending on the situation, in the first instance, try to calm the situation.
- If appropriate, there is a First Aid kit on the window sill.
- Immediately contact a member of staff in the tearoom. If its an emergency call over the balustrade. The tearoom staff are aware of this emergency procedure.
- Phone a PEDAS member using the list of phone numbers given on the stewards' instructions.

(*for example: Dealing with the needs of too many visitors/customers at once; a visitor's behaviour becomes potentially offensive; you feel unsafe; there has been an accident etc)

Dealing with Conflict

- If you receive any complaints or objections, these need to be fed back. Do not get involved yourself. If a visitor is objecting to the behaviour of one of the stewards, please try to rectify the situation immediately with phrases such as, 'I apologise if I have upset/offended you'.
- Do not escalate the situation, working together to calm the visitor. If they want to take the issue further give them every opportunity offering them the phone number of a PEDAS/GUS volunteer.
- Between you, please record the details of the interaction.
- Be friendly on their departure.

Further References

Stewarding Instructions

GUS Health & Safety guidelines

Accident recording book

Feedback recording book.

PEDAS Membership flyers

Boxes for mailing list and voting for the Peoples Choice prize.

NB. This policy is customised to each PEDAS exhibition.