

Aratoi Regional Trust – Security Management Policy

Section: Finance and Operations

Approval Date: March 2022

Next Review Date: March 2025

Purpose

To ensure that the Museum's collections are fully protected from theft, loss, damage and deterioration, that its buildings are protected from damage and deterioration and its staff and visitors protected from injury or accident. Retail stock should be as secure as procedures allow.

Introduction

The policy is that Aratoi facilities and property are only accessed for authorised purposes, that compliance is achieved with all Health & Safety, statutory and ART regulations, while at the same time providing an open, safe, comfortable, and efficiently run environment that contributes towards meeting the ART objectives. All security incidents must be reported to the Director.

Policy

1. Purpose

The Museum shall employ security policies and procedures to protect its collection, buildings, visitors and staff. Access to ART buildings is provided by way of master key and controlled by an electronic security system at designated locations on each building.

The Director is responsible for the overall approval and management of access to ART buildings and their environs. Building access will be managed to provide protection to the ART community and collection whilst continuing to assist in the provision of an open, safe, comfortable and efficiently run environment. Building access will be managed to assist the ART to meet its obligations under the Health and Safety Work Act 2015. Access will be restricted to some areas on ART premises identified for reasons of privacy, commercial sensitivity, Health and Safety or other compliance requirements.

To ensure Māori values associated with security of the Museum's Taonga are upheld, all staff associated with security will uphold, to the best of their ability, the appropriate Māori dimensions and values. ART will seek advice from relevant iwi before confirming any significant new Museum security proposal involving any Taonga or Māori participation.

2. Accountabilities

The Director is accountable for the maintenance and management of security devices and systems for all ART buildings and facilities. A maintenance management contract is in place at all times.

Staff accesses are agreed by the Director. Entry will only be allowed to restricted access areas where access has been approved.

The Business Manager is accountable for ensuring that employment documentation correctly records the employee's access authorisation, including access to restricted areas and issuing keys.

3. Managing the physical environment

The ART environment is monitored through master keys, Closed Circuit Television, intruder alarms and panic buttons.

Master keys will be issued at the discretion of the Director and the loss of any key is regarded as an incident and must be reported immediately. The loss of a Master Key or a set of keys by a member of staff is regarded as a serious incident and must be immediately reported to the Director who must initiate immediate measures to ensure security of people and premises. Negligence or misuse or copying of Master Keys will be investigated under the Conduct Policy and may be referred to the Police. The Director/Business Manager must manage a system to record the names of staff to whom keys have been issued.

The collection store is a restricted access area with access allowed to authorised staff only. Authorised staff are limited to the Director, the Collection Manager and the Business Manager.

Closed Circuit Television (CCTV) is installed in many locations throughout the Museum. All installations of CCTV are approved and coordinated by the Director. Images gathered through the CCTV system will be saved to the server and monitored by Visitor Services. CCTV images will be retained in a viewable format for a period of at least two weeks. Where Police are requested to attend an incident they will have an automatic right to view relevant images. All other use of the images must be expressly approved by the Director.

Intruder alarms are installed in all ART buildings and approved staff issued with an alarm code on commencement of employment. The ART buildings are split into zones, some of which are restricted access. Alarm security codes may not be shared or disclosed to others. A panic button is installed on the Reception desk.

Where staff, visitors or members of the public have significantly breached ART policy, failed to comply with a request made by the Director or endangered persons or property, an Exclusion Notice and a Trespass Notice may be issued against that person.

4. Procedures for Opening

- Turn off alarm when entering building.
- Switch on lighting for main gallery. Area (2/3/4). Check exhibition.
- Unlock internal doors to main gallery. Check exhibition area (1).

- Unlock internal doors to the History gallery, turn on lighting and check exhibition.
- Unlock Wesley Wing, turn on light system and heating system if necessary and check exhibition.
- Unlock small History Gallery, turn on light system and check exhibition.
- Check that fire doors can be opened from the inside.
- Check passageways are clear of obstruction/tripping hazards.
- Unlock kitchen.
- Ensure that any excess rubbish is removed from public places.
- Check that toilets are clean.
- Check outside garden area is clean.
- Turn on sound system and check galleries for sound level.
- Check that front desk is clean and tidy and relevant information is on display (“What’s on at Aratoi”, Friends membership etc.).
- Unlock internal doors to courtyard.
- Unlock front door, café door, hallway door and put out open sign.

5. Procedures for closing

- Inform customers that the museum is closing.
- Bring in open sign.
- Wait until the last person leaves.
- Check that everyone has left the building.
- Lock all the external doors (front door, café door, and hallway door).
- Lock doors to courtyard.
- Check all exhibitions.
- Switch off all lighting.
- Switch off heating in Wesley Wing.
- Lock all internal doors.
- Double check that all external doors are locked.
- Set alarm system when leaving the building.

Audience

All Aratoi Board, staff and volunteers

Related procedures and Documents

Health and Safety Work Act 2015
Individual Employment Agreements